

OCEANSIDE WATER DISTRICT

Residential Leak Adjustment Policy

Resolution 14-12
Effective 11-18-14

Leak Adjustment Requirements:

Water lines and plumbing on the outlet side of water meters are considered "private" and the sole responsibility of the customer/property owner. However, the District recognizes leaks in water lines, plumbing, and water-related equipment occur, despite proper maintenance and diligence on the part of the customer/property owner. The District will consider granting adjustments in order to provide financial relief to those who experience sizeable water leaks under the following circumstances:

- A. Adjustment considerations:
 1. Leak did not result from a willful or negligent act on part of customer/property owner.
 2. Leaks such as leaking faucets, leaking toilets, sprinkler systems or accidental over-watering are ineligible.
 3. No consideration will be given for irrigation leaks or water features (fountains, ponds, pools hot tubs).
 4. Water loss due to theft, vandalism or construction is not covered.
 5. Customer must show that they took timely action to mitigate the water loss by turning off water to the affected area upon discovery or notification of the leak.
 6. Customer can demonstrate leak was repaired within 30 days of discovery or notification.
 7. Customer's account is current and in good standing for the prior 12 months.
 8. Customer has not received a leak adjustment within the past 24 months.
 9. Amount of overage due to the leak (the amount in excess of 15,000 gallons per quarter) must exceed 20,000 gallons.
 10. Overage must also exceed that used in a previous like period by 20,000 gallons.
 11. Customer may be required to install a shut off valve on their side of the meter and or a water pressure regulator at their expense.
 12. Customer completes Leak Adjustment Request Form, submits with proof of repair within 30 days of repairs. Form can be obtained from the Oceanside Water District on-line at owd-oregon.org or by calling (503) 842-0370.
- B. Completion of the Leak Adjustment Request Form does not guarantee an adjustment will be made, all requests are evaluated on an individual basis upon submission of the Leak Adjustment Request Form to the Oceanside Water District Board of Commissioners.
- C. The customer will be responsible for paying the 1st 20,000 gallons in overage (that amount in excess of the 15,000 gallons allowed in each quarter) but in no event will the adjustment exceed 50% of the remainder amount.
- D. The credit as determined by the Oceanside Water District will only be credited to the customer's account if the amount due is paid within 30 days of notification by Oceanside Water District.


Henry Wheeler, Chairman 11/18/14

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Leak Adjustment Request Form

Customer Name: _____

Account number: _____

Service Address: _____

City, State, Zip _____

Home Phone: _____

Work Phone: _____

Date leak was discovered: _____

Date leak was repaired: _____

Description of leak: _____

How leak was repaired: _____

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your water bill. All requests are evaluated on an individual basis upon submission of the Leak Adjustment Request Form to the Oceanside Water District Board of Commissioners. **In order to qualify for an adjustment, the leak must be repaired and copies of any invoices or receipts for repairs made, along with this form must be returned to the office prior to the next billing going out.** If the form is not received within the time limit you will be responsible for the entire amount of leak consumption. Payments must still be paid by due date to avoid additional charges. I have read the Oceanside Water District Leak Policy and understand that if this credit is granted I will not be eligible for another leak credit until 24 months have past.

Customer Signature: _____