

Laidlaw Water District Leak Adjustment Policy

To qualify for a leak adjustment, the following conditions must be met:

- The leak must be repaired and the repairs must be permanent
- Within ***60 days*** of the repair, the completed “Leak Adjustment Request” form and documentation, such as repair invoices, must be submitted to Laidlaw’s Billing office

A water leak is defined as an unpreventable break in the water and/or sprinkler system.

Some common examples of a water leak:

Frozen pipes due to inclement weather, tree roots causing breaks in the system, or broken parts within the system.

Some common examples of constant consumption that are not a water leak:

Hose left running, water feature, valves not closed correctly or faucets left open intentionally or by accident, improper use, settings or management of sprinkler system.

Laidlaw Water District does not reimburse for any parts or repair costs that were incurred because of the leak.

Questions – Please contact Dale Peer, District Manager, at 541-408-7912

Adjustment Request Procedure:

Complete the leak adjustment request form (3rd page) and submit by either:

E-mail: jerig@basicbooks.biz

In Person/Mail: 64619 Highway 20, Unit C Bend, OR 97703

Laidlaw Water District customers requests for water leak adjustments may be made following the repair of a leak. Customers must make reasonable efforts to locate the leak and initiate repairs within 30 days of the District’s notification or following a noticed increase of usage appearing on monthly bills. The account may qualify for a billing adjustment if a review of the account concludes that a leak existed and that the leak had a negative

impact on the amount billed. Laidlaw Water District allows a customer no more than one water leak adjustment per water meter in any 24-month period.

If the leak occurred on the District's side of the meter or due to malfunction of the water meter, the customer will not be responsible for any excess water charges beyond the consumption for the same billing period from the previous year.

Adjustment Methodology:

Typical water use for Laidlaw Water District customers is based on the water use for the same billing period from the previous year. If there is insufficient history, research may be necessary to establish a typical consumption amount for the period of time the water leak occurred before an adjustment can be made. For new Laidlaw Water District customers without sufficient usage history, it may be necessary to establish additional consumption history before an adjustment can be made. If actual consumption cannot be determined, the District's default value will be applied.

If an adjustment is warranted, water consumption above the typical usage will be calculated and a credit will be provided for 50% of the excess consumption for a one month billing cycle only.

Extreme circumstances may be considered by the board for further approval.

Per event, two excess usage data reports may be requested and provided at Laidlaw's expense. Additional data log requests beyond that will be charged to the property owner at an hourly rate.

Laidlaw Water District Leak Adjustment Request Form:

Customer Name: _____ Account Number: _____

Service Address: _____

Home Phone: _____ Work/Cell Phone: _____

_____ Date Leak Discovered: _____

Date Leak Repaired: _____

Description of Leak (faucet, toilet, water line, etc.): _____

Description of the Repair (include repair invoice or receipts): _____

By initialing, I understand there is a 60-day time limit from the date of repair to submit the Leak Adjustment Request Form to Laidlaw Water District _____ (Initials)

Customer Signature: _____ Date: _____

By signing this form, you acknowledge the Laidlaw Water District’s Leak Adjustment Policy. Forms received without customer initials and signature will not be processed.

Return Form to: Laidlaw Water District 64619 US-20 Unit C, Bend, OR 97703

Internal Use Only

Date Received: _____ Received By: _____

Leak Confirmed Y/N: _____ Application: Approved / Declined: _____

WQA Review Year(s): _____ INFOR Entry/Scan Date: _____