

## **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](mailto: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.

**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: \_\_\_\_\_