



Administrative Rule

Residential Credit for Leak Adjustment Practices and Procedures

Rule No. 12.01.080-03-01

Effective 10/20/2016

I. 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 city 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 city will consider granting adjustments in order to provide financial relief to those who experience sizeable water leaks.

A. Adjustment considerations

1. Leak did not result from a willful or negligent act on part of customer/property owner
2. Customer can demonstrate leak was repaired within **20** days of discovery
3. Customer’s account is current, unless prior arrangements have been made
4. Customer has not received a leak adjustment within the past 36 months
5. Customer completes Credit for Leak Adjustment form, submits with proof of repair within 30 days of repairs. Form can be obtained from City of Tigard on-line at www.tigard-or.gov under “City Hall/Service/Utility Billing” or by calling utility billing at 503-718-2460.

B. If approved, the city will:

1. Issue credit for actual water consumption only
2. Not issue credit under \$10; \$10 minimum credit will be issued
3. Not issue credit in excess of \$2,000; \$2,000 maximum allowable credit
4. Not issue credit for leaks related to water features (fountains, ponds, etc.), swimming pools, and hot tubs
5. Not issue credit for more than two billing periods
6. Assume no responsibility for damage, repairs or inspections necessitated by leak investigation

II. Credit for Leak Adjustment Calculations

A. Past usage for same billing period

1. Past usage equals five-year average usage for the billing period in which the leak occurred.
2. If five-year history has not been established, the average will be based on history available for billing period.
3. If no history exists for billing period, past usage will equal system average of 8 ccf per billing cycle. (One ccf equals 100 cubic feet or 748 gallons of water.)

Example: Customer Ima Drip’s usage for the past five monthly billing cycles has been 18, 17, 14, 18, and 13 ccfs. Her five-year average for this billing cycle equals 16 ccf, (total ccfs is 80 divided by 5 years).

B. Amount of leak

1. The difference between past and current usage for same billing period equals leak amount.
Example: Ms. Drip’s usage for current monthly billing cycle is 31 ccf. Current ccf minus past usage (31 minus 8 ccfs) equals amount of leak or 15 ccf.

C. Retail mark-up on leak

1. Retail mark-up of the leak equals city’s retail mark-up on water (retail cost minus wholesale cost) times amount of leak. Retail mark-up is established annually based upon rates at which city purchases water.

Example: Assuming retail mark-up of \$1.48 per ccf, Ms. Drip's leak would result in credit of \$22.20 (\$1.48 retail mark-up per ccf times 15 ccf).

III. Appeal Process

- A. Should customer/property owner feel these practices and procedures were not implemented correctly, they may appeal the staff decision.
- B. Appeal must be in writing outlining how practices and procedures were improperly implemented. Supporting documentation must be included and documents delivered within 30 days of staff decision to:

Assistant Finance Director
City of Tigard
13125 SW Hall Blvd.
Tigard OR 97223

Approved by:



Martha L. Wine, City Manager

10.4.2016

Date