

City of Amity Water and Sewer
Leak Adjustment Policy

Residential and Commercial Water and Sewer Courtesy Leak Adjustment Policy
Administrative Rule Adopted by Council

AUTHORITY

Upon verification by the Public Works Lead Operator of a leak and its repair, the City Recorder and the Water and Sewer Committee Chairperson are each authorized to delegate their functions and to adjust customer bills. City Ordinance Number 500 authorizes city staff to perform billing and collection services, to respond to customer inquiries, and to apply adjustments for the city water, as City Ordinance Number 501 authorizes city staff to perform billing and collection services, to respond to customer inquiries, and to apply adjustments for city sewer.

PURPOSE

The purpose of this rule is to provide guidance and repair expectations for customers who utilize City water and sewer services and to ensure appropriate and consistent application of courtesy leak adjustments by City staff.

DEFINITIONS

Leak: An unintentional water loss caused by a broken and/or malfunctioning plumbing fixture or pipes at a residence or building.

Non-Sewer Affected Leak: Where water loss from the leak does not enter the City's sewer system (e.g., underground leak) .

Sewer Affected Leak: Where water loss from the leak does enter the City's sewer system (e.g., toilet leak)

OBJECTIVES

The objective of this rule is to provide an opportunity for customers to request courtesy adjustments to water and sewer use charges where a leak exists in the water system on the customer's side of the meter.

REQUIREMENTS

- o An adjustment may occur only after all leaks have been repaired and verified with a field check of the meter by City staff. Obtaining a second meter reading may be necessary, within a minimum of two weeks, to verify whether leaks have been repaired and usage has returned to normal.
- o Reasonable efforts to locate the leak and initiate repairs must be taken within 30 days of the City's or customer's initial notification or increased usage. Notification may include, but is not limited to, a billing statement, a notice delivered to the owner or occupant, a courtesy phone call or a notice left at the property. A customer's notification to the City would be in the form of a phone conversation or written statement to the Amity Public Works Department. Repairs must be completed within 90 days after the customer was advised of increased usage. Exceptions may be considered for extraordinary circumstances.

- An adjustment may be extended across two billing periods to allow for repairs made during mid-billing cycle. For underground leaks, a sewer volume adjustment can be made over a one-year period if the customer or account notes can verify that a reasonable effort was made to locate the leak. A retroactive sewer volume leak adjustment request for more than one year must be made in writing.
- The customer may be required to provide documentation of repairs made prior to being approved for an adjustment.

WATER BILLING ADJUSTMENTS

An account is eligible to receive one non-sewer affected and one sewer affected courtesy leak adjustment for water usage during a 12- month period with documentations as noted previously in this rule.

Non-Sewer Affected Leaks: Additional consumption above the corresponding billing period of the previous year will be considered a leak-related loss and will be adjusted based upon the volume during the corresponding billing period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is not possible, the City will use class averages to bill the customer.

Sewer Affected Leaks: Additional water usage will be billed based upon usage during the corresponding billing period of the previous year plus 50% of the additional consumption caused by the leak. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is not possible, the City will use class averages to bill the customer.

SEWER BILLING ADJUSTMENTS

An account is eligible to receive one sewer affected courtesy leak adjustment during a 12-month period when sewer volume is billed according to actual water consumption. An account is eligible to receive one non-sewer affected adjustment during a 12-month period, with additional requests for non-sewer affected adjustments considered on a case-by-case basis.

Non-sewer affected Leaks

- **Residential:** If a leak occurs during the winter average review period, the additional consumption above the corresponding billing period of the previous year will be considered a leak-related loss, and the winter average will be adjusted based upon the volume during the same time period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is less than the class average, the City will use class averages to bill the customer. If the leak occurred outside the annual review period, the sewer volume will be billed at the current winter average.
- **Commercial:** Additional consumption above the corresponding billing period of the previous year will be considered a leak-related loss and will be billed based upon the volume during the corresponding billing period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is not possible, the City will use class averages to bill the customer.

Sewer affected leaks

- **Residential:** Adjusted sewer volume will be billed based upon usage during the corresponding billing period of the previous year plus 50% of the additional consumption caused by the leak. If the leak occurred during the winter average review period, the additional consumption billed above the corresponding billing period of the previous year will be considered a leak-related loss and will be adjusted based upon the volume during the corresponding billing period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is less than the class average, the City will use class averages to bill the customers. If the leak occurred outside the annual review period, the sewer volume will be billed at the current winter average.
- **Commercial:** Adjusted sewer volume will be billed based upon usage during the corresponding billing period of the previous year plus 50% of the additional consumption caused by the leak. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is not possible, the City will use class averages to bill the customer.

APPLICABILITY

Water loss due to theft, vandalism or construction damage is not covered under this policy. Resolution of these instances is the responsibility of the customer.

Residential customers who have high water usage due to seasonal usage (i.e. irrigation, pool or spa fill) during the winter average quarter may be granted a sewer volume and winter average adjustment once every 36 months. The customer service representative should make a good faith effort to make clear our winter average sewer volume billing methodology and explain why the customer should try to avoid unnecessary water use during the winter average review period. Additional consumption billed above the usage for the same time period of the previous year will be adjusted based upon the volume during the same time period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is less than the class average, the City will use class averages to bill the customer.

Water loss due to coupling leaks on the property side of the meter will be adjusted based upon the water usage and sewer volume during the same time period of the previous year. If no history is available, the City will obtain meter readings to project normal usage. If a projection is not possible, the City will use class averages to bill the customer.

CONTACT INFORMATION

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HISTORY

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