

**Lakeside Water District Leak Adjustment Request Form**

Customer Name: \_\_\_\_\_ Account # \_\_\_\_\_

Service Address: \_\_\_\_\_  
\_\_\_\_\_

Home Phone: \_\_\_\_\_ Work/Cell Phone: \_\_\_\_\_

Date the leak was discovered: \_\_\_\_\_ Date repaired: \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of repair (include repair invoice or receipts):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

By signing this form, you acknowledge the Lakeside Water District Leak Adjustment Policy.

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Internal Use Only

Date Received: \_\_\_\_\_ Received By: \_\_\_\_\_

Leak Confirmed Y/N: \_\_\_\_ Account Adjusted Y/N: \_\_\_\_ Amount of Consumption Adjusted: \_\_\_\_\_

Amount of Billing Adjusted: \_\_\_\_\_ Date of Adjustments: \_\_\_\_\_

Reviewed By: \_\_\_\_\_

Return Form to: Lakeside Water District, P.O. Box 314, Lakeside, OR 97449 or Fax 541-759-2108

## Exhibit "A"

### Lakeside Water District Leak Adjustment Policy

Residential or commercial customers may qualify for bill adjustment when property-site leaks impact utility bills.

- Each amount is eligible to receive one adjustment during a 24-month period for a leak at a residence or building.
- A leak is defined as unintentional water loss caused by a broken or malfunctioning plumbing fixture or pipe.
- Excessive use such as a hose left on is not eligible for adjustment. Theft of water or vandalism does not qualify for adjustment.

Prior to adjustment, proof of repair may be requested by the district. District personnel will check meter for normal usage one or two times prior to adjustment.

Customer must repair leak and apply for adjustment in writing by filling out the district's Leak Adjustment Request Form within 30 days of receiving notice of leak by district personnel.

- Customers approved for adjustment will receive a credit adjustment to their account.
- Customer account must remain current during the adjustment approval process.
- Adjustments approved will be adjusted to the customer's usage during the same month of the prior year at current rates. If no history is available for comparison, the District will obtain readings to project normal usage. If projection is not possible, the District will use class averages to bill the account.

*All parts and repair costs of the leak are the customer's responsibility. Completion of the District's Leak Adjustment Request Form does not guarantee an adjustment will be made to your Lakeside Water District utility bill.*