

Heceta Water People's Utility District

87845 Highway 101

Florence, OR 97439

541-997-2446

Customer-service@hwpud

POLICY

Water Leak Adjustment

Adopted: February 9, 2010

Dear Customer,

The board of directors has approved the following policy:

“A 50% adjustment of charges exceeding a billing cycle annual average consumption caused by a leak or broken water pipe after the district’s water meter. The leak must be promptly repaired and any requested adjustments must be submitted within 30 days after the end of the billing cycle in which the leak was repaired.

In order to process your leak request in a timely manner, we have devised a checklist for you. **IF NOT COMPLETED IN FULL, YOUR REQUEST WILL BE RETURNED TO YOU.**

- Utility account number _____
- Property address _____
- Are you the property owner? Yes ___ No ___
- If not, have you notified the owner?
- **Date you became aware of the leak** _____
- **Date the leak was repaired** _____
- Attach a copy of repair invoices or receipts.
- Attach a letter explanation if repairs are made by you.
- Provide the **exact location** of the leak by drawing a pencil sketch on the back of this paper.

Signature _____ Phone# _____

Owner/Property manager’s signature _____ Phone _____

By applying for this adjustment the District’s representative has the right of access and inspection to determine that the leak was repaired. It is a ONE TIME ADJUSTMENT per 24 month period at the discretion of the General Manager. If you have any further questions, please call our office at 541-997-2446.

Sincerely,
Customer Service
Heceta Water PUD