

Heceta Water People's Utility District

87845 Highway 101

Florence, OR 97439

541-997-2446

customer-service@hwpud.com

Water Leak Adjustment Policy

Adopted: July 15, 2014

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? Yes___ No___
- Date you became aware of the leak _____
- Date the leak was repaired _____
- Attach a copy of repair invoices or receipts.
- Attach a letter of 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

Approved:
