

7.0 WATER LOSS ADJUSTMENT POLICY

7.1 Authorization for Water Loss Adjustments

1. Adjustments for the billing or billings for water consumption based upon a water loss resulting from a leak or leaks in any portion of the water distribution system or plumbing on or within the user's property may be made one time per calendar year.
2. Prior to filing a request for billing adjustment for water losses resulting from leaks in the user's system or plumbing, the user shall:
 - A. Cause all leaks to be repaired within 30 days of the date such leak or leaks are discovered;
 - B. File a written request for billing adjustment in which the cause of the water loss is described and the repair or repairs made to the user's system or plumbing;

7.2 Calculation of Adjustment for Water Loss

If it is determined by the General Manager that a water loss has occurred by reason of a leak or leaks in the user's system or plumbing, and the user has complied with the procedures set forth in the preceding section, then an adjustment shall be calculated in accordance with the following criteria and the authority granted in the preceding "Authorization for Water Loss Adjustments" section:

1. The General Manager shall determine the amount of water consumed by the user during the period of the water loss in excess of the amount of water used for the same period in the calendar year next preceding the water loss. For purposes of calculating the water loss adjustment, it shall be deemed that the amount of water consumed in the same period of the preceding calendar year shall be the ordinary and normal water usage by the user.
2. The cost of water for the user's ordinary and normal usage shall be deducted from the billing or billings for water consumed during the period of loss, or credited to their account.
3. During the loss period, the peaking charges for consumption are excused. The billing or billings to the user shall be adjusted in an amount based upon the commodity charges in effect for the loss period.

The adjustment allowance will be applied to the calculated water loss as set forth as follows:

Tualatin Valley Water District and Southwood Park

- Complete Repairs [full replacement of customer service line within 30 days]: 50%
- Toilet Leaks [within 30 days]: 50%
- Irrigation Systems [complete or partial repairs made on an underground irrigation system within reasonable period]: 50%

Valley View Water District

Wholesale rate over last year's usage, not to exceed \$100 regardless of what type of repair was made

