



1850 SW 170<sup>th</sup> Ave. • Beaverton, Oregon 97006 • Phone: (503) 642-1511 • Fax: (503) 649-2733 • www.tvwd.org

Gregory E. DiLoreto  
*Chief Executive Officer*

Dale Fishback  
*Manager, Field Operations*

Todd Heidgerken  
*Manager, Community & Intergovernmental Relations*

Amy Heinlen  
*Human Resources Director*

Mark Knudson, P.E.  
*Chief Engineer*

Brenda Lennox  
*Manager, Customer & Support Services*

Paul Matthews  
*Chief Financial Officer*

## Water Loss Adjustment Request Form

Date: \_\_\_\_\_ Account Number \_\_\_\_\_

Name On Account \_\_\_\_\_

Mailing Address \_\_\_\_\_

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

Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_

Date leak/loss was noticed \_\_\_\_\_

Date leak/loss was repaired \_\_\_\_\_

Description of repairs/loss

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

Our Water Loss Adjustment Policy allows up to a 50% adjustment for the excess water over last year's use for the same period for approved repairs. The leaks must be repaired within 30 days of discovery.



## 7.0 WATER LOSS ADJUSTMENT POLICY

### Authorization for Water Loss Adjustments

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 users system or plumbing on or within the user's property may be made one time per calendar year per meter.

1. 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. Repair leaks within 30 days of the date the leak or leaks are discovered; or reasonably should have been discovered;
  - B. File a request for billing adjustment form describing the cause of the water loss and the repair or repairs made to the user's system or plumbing;

### Calculation for Water Loss Adjustments

2. 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 sections, then an adjustment shall be calculated in accordance with the following:
  - A. For purposes of calculating the water loss adjustment, the General Manager shall consider the amount of water consumed in the same period of the previous year as ordinary and normal water usage by the user. Water consumption greater than the normal amount of the previous year shall be deemed excess water use.
  - B. An adjustment allowance will consist of 50% of the excess water use.
  - C. The billing or billings to the user shall be adjusted in an amount based upon the commodity rates in effect for the loss period multiplied by the adjustment allowance. This amount shall be credited to the user's account after repairs have been completed. During the loss period, the peaking charges for consumption are excused.
3. The water Loss Adjustment Policy may be used in cases of unexplained water loss, vandalism or theft of water beyond the control of the customer.

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

