

Water Loss Adjustment Form

Formulario está disponible en español en tvwd.org/leakform llamando al 503-848-3000.



TUALATIN VALLEY
WATER DISTRICT

Account Information

Name on Water Account			TVWD Account Number
Service Address			Daytime Phone
City	State	Zip	Email Address
<input type="checkbox"/>	Check here if mailing address is same as service address		Date adjustment requested
Mailing Address			
City	State	Zip	

Water Loss Information

Date leak was discovered or you were notified of the leak by TVWD	Date leak was repaired
Cause of leak or water loss	Description of completed repairs

All fields are required. Incomplete applications will not be approved.

Please see the next page for more details and leak adjustment policies

Return this form to:

TVWD
Attn: Customer Service
1850 SW 170th Ave.
Beaverton, OR 97003

Phone: (503) 848-3000
Fax: (503) 848-3006
E-mail: billing@tvwd.org

WATER LOSS ADJUSTMENT POLICY: TVWD'S RULES AND REGULATIONS, SECTION 7.0

Adjustments for the billing(s) for water consumption based on water loss resulting from a leak or leaks in any portion of the User's System or plumbing on or within the User's property may be made one time per calendar year per meter.

- 7.1. To request a billing adjustment to a User account 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(s) are discovered or reasonably should have been discovered;
 - B. File a request for billing adjustment form within 90 days of the date of the leak repair describing the cause of the water loss, the repair(s) made to the User's System or plumbing and the dates the repairs were made.
- 7.2. If it is determined by the CEO that a water loss for a User account has occurred by reason of a leak(s) 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 CEO 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 the excess water use for no more than three billing periods (six months total) if billed on a bi-monthly basis and no more than six billing periods (six months total) if billed on a monthly basis.
 - C. The billing(s) to the User shall be adjusted in an amount equal to the variable unit cost of water applied to the excess water volume. The variable unit cost of water shall be determined by the Chief Financial Officer on an annual basis and include such costs as purchased water, pumping power, chemicals, and other costs that vary with the quantity of water delivered to the District's customers. This adjusted amount shall be included on the User's account after repairs have been completed.
- 7.3. If multiple leak requests are submitted from the same User, the CEO shall determine the eligibility for the water loss request.
- 7.4. The Water Loss Adjustment Policy may be used in cases of unexplained water loss, fire protection, vandalism or theft of water beyond the reasonable control of the Customer.

TVWD's rules and regulations can be found at tvwd.org/rules.