



# Leak Adjustment Application

In order for a leak adjustment application to be processed it must be filled out in whole and signed by the account holder. The account must remain open and in good standing throughout the entirety of the leak adjustment waiting period and application review process. If an account closes or water service is transferred to another account holder, the leak adjustment will be denied. In addition, the event must have been resolved within 90 days of the application date and a regularly scheduled meter read showing a decrease in water use must have taken place.

Adjustments can be requested by account holders who have incurred an unintentional water loss event caused by a broken or malfunctioning plumbing fixture or pipe.

- Examples of Qualifying Events
  - ◆ Break or leak in the underground service line between the meter and the house
  - ◆ Break or leak in the pipes concealed beneath a building or inside of walls
  - ◆ Broken lines in domestic water irrigation systems
- Examples of Non-Qualifying Events
  - ◆ Unintentional or accidental over watering
  - ◆ Filling of ponds, pools, hot tubs, or use of water features
  - ◆ Unexplained rise in water consumption
  - ◆ Rise in water consumption due to curtailment or restrictions of surface irrigation water

Account holders are responsible for all water consumption that has passed through the meter. Adjustments applied for qualifying events are a courtesy and at the discretion of Avion Water Company.

- Avion Water retains the right to make field verifications
- Proof of repair may be requested and/or verified to determine eligibility
- Each account holder is eligible for one leak adjustment in a 12-month period
- Leak adjustments will remain as credit balances attached to the service location and will not be paid out
- If Avion Water Company determines that an account holder was negligent and did not correct the event with a sense of urgency, the application may be denied

Adjustments are calculated using prior year vs. current year's use during the same time period. If prior years usage is not available, a reasonable benchmark will be determined. Adjustments are not intended to cover all billed charges only to offset excess usage. The maximum leak adjustment is \$200, unless the event was extraordinary as determined by Avion management. If approved, the adjustment will be credited to the account and reflected on the next monthly statement.

Any outstanding balances are due as listed on the statement. If the outstanding balances go unpaid the account will enter into the Avion Water Company disconnection process. If a large qualifying event has taken place and will place an undue hardship, the account holder can request a fixed monthly payment until the application can be processed. Account holders have the ability to enter into Time Payment Arrangements (TPA) for substantial outstanding balances. Please discuss TPA options with office employees.

For properties connected to sewer within Bend city limits. The City of Bend uses a Winter Quarter Average (WQA) to determine properties sewer consumption for the year the year. When an water loss event occurs during the WQA period, it inflates your water usage resulting in higher sewer charges. If the event is reported and qualifies prior to submission of WQA data, Avion will adjust the usage reported. For those who had a non-qualifying event, reported late, or did not report and excess use is reflected in the billed sewer consumption rate. A City of Bend WQA appeal will need to be filed contact City of Bend-Water Services for more information. In these cases, they will contact Avion directly to complete the appeal.



# Leak Adjustment Application

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

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

City of Bend Sewer Customer : Yes \_\_\_ No \_\_\_ If Yes Sewer Account Number: \_\_\_\_\_

Date event began: \_\_\_\_\_ Date of repair: \_\_\_\_\_

Describe the location of the water loss event and the repair:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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I have read the terms and conditions of the Avion Water Company leak adjustment application. The information listed on this application is true to the best of my knowledge and if found to have falsified any information will leave me ineligible for any future Avion Water Company leak adjustments.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### For Avion Water Company Use Only

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Application Received On: \_\_\_\_\_ Employee Receiving Application: \_\_\_\_\_

Date Processed: \_\_\_\_\_ Determination of Event: Qualifying \_\_\_\_\_ or Non-Qualifying \_\_\_\_\_

Prior Year Usage: \_\_\_\_\_ Current Year Usage: \_\_\_\_\_

Difference in Usages: \_\_\_\_\_ Leak Adjustment: \_\_\_\_\_

Approved: \_\_\_\_\_ Updated WQA: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

Add adjustment to the account without a due date. Scan and attach application to the customer and service location tabs.