



# 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 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 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 can 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 an account holder was negligent and did not correct the event with a sense of urgency, the application may be denied

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. Any outstanding balances are due on the statement due date following the determination. Account holders have the ability to enter into Time Payment Arrangements (TPA) for substantial outstanding balances. Please discuss TPA options with office employees. If outstanding balances go unpaid the account will enter into the Avion Water Company disconnection process.

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. The maximum leak adjustment is \$200, unless approved by Avion Water Company management. Once approved the adjustment will be added to the account and reflected in the next monthly statement.

City of Bend sewer customers need to notify the City of Bend-Utility Billing Department of leaks. Your water use may impact the rate of your sewer bill if the event qualifying or not occurs within the winter quarter average time period.



# Leak Adjustment Application

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

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

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

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

Date leak began: \_\_\_\_\_ Date of repair: \_\_\_\_\_

Description of the location of the leak 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: \_\_\_\_\_

Verify that a scheduled meter read has occurred. Print, and attach current and prior year meter reads to application and add a contact that an application was received.

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

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

Difference in Usages: \_\_\_\_\_ Commodity Rate: \_\_\_\_\_

Leak Adjustment: \_\_\_\_\_ Approved: \_\_\_\_\_

Added to Account: \_\_\_\_\_ Due Date: \_\_\_\_\_

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

Add adjustment to the account verify what the next statement due date is and use that as the due date for the adjustment to make sure it will reflect on a statement. Scan and attach application to the customer and service location tabs.