Water Leak Review Request

Account Number: _____   **Today's Date:** _____

Name: _____   **Daytime Phone:** _____

Email: _____ **# of people in residence during leak period:** _____

Date Leak Discovered: _____   **Date Leak Repaired:** _____

Service Address: _____

Describe Issue and Repair Made:

_____

_____

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Policy

1. Repairs need to be made within 30 days after the leak is discovered or from notification from the City of a possible leak, whichever is first.
2. Once repairs are complete, a request for an adjustment must be received within four months of the date the repairs were made.
3. The amount of water used during the leak period is compared to the amount of water used during the same time of year when no leak was present to determine amount of leak.
4. If approved, adjustment is for no more than 50% of the overage as determined by number 3.
5. Approved leak adjustments are for water consumption units only.
6. Water loss due to theft, vandalism or construction damage is not covered under this policy. Resolution of these instances is the responsibility of the account holder or property owner.
7. Payment is due as shown on your billing statement unless payment arrangements are made. If you need additional time or wish to pay after your account has been reviewed for a leak adjustment, call our office at (503) 618-2373 to avoid late fees.

** A delay in repair could result in leak adjustment denial.
The submission of this form is not a guarantee that any adjustment will be made to your account**

_____   _____
Signature   Date

CITY OF GRESHAM