



Rivergrove Water District

17661 Pilkington Rd
 Lake Oswego, OR 97035
 Phone: (503) 635-6041 Fax: (503) 699-9423

Water Leak Credit Request



Per Rivergrove Water District Water Service Ordinance, customers are responsible for all water consumption on the customer side of the water meter. As such, consumption charges for water leaks that originate on the customer side of the water meter are the responsibility of the customer.

However, to provide assistance and promote goodwill, the District may consider crediting a water utility customer's account per policy noted in Rivergrove Water District Resolution 2017-04. For credit consideration, the water customer account holder **must complete Section 1 below**:

SECTION 1 - TO BE COMPLETED BY THE CUSTOMER

UTILITY CUSTOMER INFORMATION		(Please type or print clearly)
Customer Name:	Service Address:	
Daytime Phone:	Service Number:	
REPAIR DATE	LEAK REPAIR RECEIPTS - PLEASE ATTACH	
Date Leak Repaired:	<input type="checkbox"/> Attached	
Brief Description of Leak Failure & Repair:		
I certify that I am the account holder and that the leak has been repaired. I request that the Rivergrove Water District consider my request for a water leak credit.		
Customer Signature _____		Date _____

SECTION 2 - TO BE COMPLETED BY DISTRICT BILLING DEPT

Date Form Received:	Meter Read Date to use for Water Leak Credit Evaluation:	If Credit Granted, Utility Bill Anticipated to Show the Credit Amount:
Estimated leak period based on consumption history (attach service history) : _____		
Estimated past normal usage during leak period: _____ Leak bi-month consumption: _____		
Past average normal usage in same billing cycle (or est ave consumption if less than 1 year (_____) <small>(NOTE: if estimating average consumption, attach calculation documentation)</small>		
Estimated leak consumption of the leak billing period divided by 2= - - - - - _____		
Multiplied by the rate used to calculate billed charges during the leak billing period: - - - - - X _____		
Calculated water leak credit amount: - - - - - _____		
Reviewer's Initials: _____	Approver's Initials: _____	<input type="checkbox"/> Credit Granted <input type="checkbox"/> Credit Denied
		If Leak Credit Granted: Date Applied: _____ Initials: _____