



2024-01 RESOLUTION FOR "LEAK ADJUSTMENT POLICY"

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WHEREAS, the Rivergrove Water District (District) is not responsible for water leakage and the cost of water loss from the District water meter to the customer's line;

WHEREAS, the District understands that service line breaks and home water infrastructure failures can occur and not be detected by the customer until the District water meter is read which may result in a financial burden for the customer;

NOW, THEREFORE, BE IT RESOLVED: the Board of Commissioners of the Rivergrove Water District adopts a Leak Adjustment Policy as stated below:

1. Customers may qualify for a leak adjustment credit under the following conditions:
 - a. When the water bill is at least three times the amount for the same period in the prior year. If residency is less than one year, an average of the last three months usage will be used.
 - b. Customers shall present a written request for monetary relief using the District's Water Leak Credit Request (Exhibit A) along with receipts for the repair or other satisfactory evidence of repair.
 - c. Written requests shall be received within 30 days of the leak occurrence or notification from the District.
2. The intent of this policy is to provide some financial relief to customers who receive a high water bill resulting from a water leak at their premises.
3. A water leak is defined as any water lost on the customer's side of the District water meter resulting from a condition where repair and/or replacement of infrastructure (i.e., service line or interior plumbing, etc.) is required to terminate the water leak.
4. To qualify for a leak adjustment the leak must be located in the underground main service line between the meter and the house or in piping concealed beneath a building or inside of building walls. Leaking faucets, toilets, water softeners, irrigation systems, or accidental over-watering are ineligible. No consideration will be given for irrigation leaks or features such as fountains, ponds, pools, or hot tubs.
5. Water usage resulting from conditions that did not involve repairs or replacements such as leaving an outdoor watering hose or irrigation sprinkler system on too long are not eligible.
6. A customer must be in good standing to apply and be considered for a leak adjustment.
7. The customer is required to promptly resolve the water leakage at the customer's own expense as the District is not fiscally responsible for repairs or replacements needed on the customer side of the District water meter.
8. Once repairs are completed within the 30 day limit, the customer is responsible for requesting a water leak adjustment and submitting it to the District office.
9. The leak adjustment request must include a statement of where the leak occurred, receipts from the repairs, and a description of the work completed to terminate the leak.
10. No more than one water leak adjustment shall be granted during a 24-month period.

11. Upon receiving a water leak adjustment request, the District will calculate a water leak adjustment credit of up to 50% of the cost of the amount of water lost. This credit does not include any adjustment of the bi-monthly service charge.
12. The customer's cost for infrastructure repairs (i.e., materials and labor) or damage to other property as a result of the leak is not eligible for reimbursement.
13. If the water leak adjustment credit is approved, it will be applied to the customer's account as a credit toward their next bi-monthly water bill.
14. The value of any water leak adjustment shall not exceed \$500 per request.
15. If the water leak adjustment credit is denied by the District or if the customer disagrees with the adjustment credit, they have the right to appeal the decision to the Board of Commissioners at a regular meeting.
16. A customer who chooses to appeal against the decision must notify the District office of their desire to appeal by submitting a written request. The customer must indicate the reasons for their appeal and include information supporting the appeal. The General Manager will notify the customer of the meeting date the Board of Commissioners will consider the appeal.
17. The following is required for an appeal:
 - a. Customer's name, address, email, and phone number.
 - b. A copy of the water bill(s) in question.
 - c. A copy of the Water Leak Credit Request form to include receipts.
 - d. A copy of the District's decision.
18. The Board of Commissioners will review the customer's appeal at the next regular monthly meeting. The District will convey the Board's decision in writing to the customer within thirty (30) days after the meeting. All decisions of the Board of Commissioners are final.

This resolution supersedes Resolution No. 2017-04.

This Resolution moved by **Commissioner** Howell, seconded by **Commissioner** Magura, and adopted by the Board of Commissioners of the Rivergrove Water District this 25th day of **March 2024** by the following vote: **Ayes: Commissioners** Roth, Magura, Patterson & Howell. **Nays: None**.

Christine K Roth

Signed: Christine K. Roth, Chair

Grant E. Howell

Attest: Grant E. Howell, Secretary