



City of Hillsboro Credit for Leak Adjustment Practices and Procedures

This policy only applies to the **Single Family Residential** customer class only, as defined in the most current Water Rate Resolution.

All water lines and plumbing on the outlet side of the water meter are considered “private” and are the responsibility of the customer/property owner. However, the City recognizes leaks in water lines, plumbing, and water-related equipment occur, despite proper maintenance and diligence on the part of the customer/property owner.

In order to provide financial relief to customers/property owners who experience sizeable water leaks, **the City will consider granting an adjustment to the customer’s water use portion of the utility bill under the following circumstances:**

- The customer must have established a water use history at the residence for at least one year, before qualifying for leak adjustment consideration.
- The leak did not result from a willful or negligent act on the part of the customer/property owner.
- Once leak is repaired, and form submitted, staff will verify repair at meter.
- The customer can demonstrate the leak was repaired within 30 days of discovery.
- The customer’s account is current, unless prior arrangements have been made, and the utility bill must continue to be paid for all charges other than the water use (consumption) portion, in order to avoid late charges and/or shut-off.
- The customer has not received a leak adjustment within the past 18 months (from credit issue date).
- The water customer completes and submits a “Credit for Leak Adjustment” form, along with proof of the repair, within 60 days of making the repair. Forms can be obtained on-line at <https://www.hillsboro-oregon.gov/utilitybilling>, or by calling City of Hillsboro Utility Billing at 503.681.6163.

The City:

- Will only issue credit for actual water consumption calculated as leak portion of utility bill.
- Will only issue a credit to the responsible person listed on the active utility bill account.
- Will not issue credit under \$20; \$20 is minimum credit that may be issued.

Finance Department - Utility Billing

- Will not issue credit in excess of \$1,500; \$1,500 is the maximum credit that may be issued.
- Will not issue credit for leaks related to water features (fountains, ponds, etc.), swimming pools, and hot tubs.
- Will not issue credit for leaks lacking verifiable proof of repair (e.g. plumbing invoice, receipts, etc.), and the City reserves the right to inspect leak repair upon request.
- Will not issue credit for more than three billing periods of verified leak consumption.
- Assumes no responsibility for damage, repairs or inspections necessitated by leaks.

Credit for Leak Adjustment Calculations

- **Leak Credit Rate**

Credits are based on usage for the same period in the previous year. This “normal usage” is deducted from the total consumption used during the time of the leak, and then a 50% credit is applied to the remaining usage portion. The credit is ONLY applied to the water usage portion – not to any other utility bill charges.

Example:

Billing: A “residential customer” has a high bill based on 40 units of water used in January. Their normal water usage for last January billing period was 8 units. A leak was discovered and repaired within 30 days.

Calculating Leakage: The difference between past usage and current usage for the same billing period equals the amount of the leak. Therefore 40 units – 8 units (previous year’s use) = 32 units leakage.

Calculating Adjustment: The Customer will be billed for 8 units as their regular amount used. The remaining 32 units (considered the leak portion), will be divided in half, with 16 units paid by the customer and a credit for 16 units to cover 50% of the leak amount. There is no credit given on any other part of the bill – it is only for 50% of the leak portion.

Appeal Process

Should any customer/property owner feel these practices and procedures were not implemented correctly, they may appeal the staff decision within 30 days to the Assistant Finance Director.