



**CREDIT FOR LEAK ADJUSTMENT
Single Family Residential
Request**

The City of Hillsboro has a practice of issuing partial credits for leaks that are repaired in a timely manner to **Single Family Residential** customer class only, as defined in the most current Water Rate Resolution. The city expects leaks to be repaired within **30 days** of discovery. 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.

Please fill the form out completely. **No adjustment may be given on delinquent accounts, or if a previous credit was given at the same address within the last 18 months.** If you have any questions, call Utility Billing at 503-681-6163.

Return form to: City of Hillsboro Utility Billing, 150 E. Main St, Hillsboro, OR 97123. Or by email at UB@Hillsboro-Oregon.gov

Name: _____ Phone No. _____

Service Address: _____ Account No. _____

Email Address: _____

Cause of Leak (Explain): _____

Date Leak Found: _____ Date Leak Repaired: _____

Have Any Water Credits Been Given in Past 18 months? _____

By checking the box, and signing the form, I acknowledge that I have read the leak adjustment practices and procedures and the information below is true and correct to the best of my knowledge. Failure to meet the requirements will result in my request being denied.

- I have established a water use history at the residence for at least one year.
- The leak did not result from a willful or negligent act on the part of the customer/property owner.
- I can demonstrate the leak was repaired within 30 days of discovery.
- The 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 shut-off.
- I have **NOT** received a leak adjustment within the past 18 months (from credit issue date).

I have read and understand the City’s Credit for Leak Adjustment practice. Understanding that I am not eligible for another leak credit until 18 months from the granting of this credit, I still wish to make this application for a credit.

Check Box:

Signature

Date

**YOU MUST SUBMIT PROOF OF REPAIR REQUIRED TO FIX THE LEAK.
(COPIES OF PLUMBER’S BILLS AND/OR RECEIPTS FOR PARTS)
ADDITIONAL DOCUMENTAL EVIDENCE, SUCH AS PICTURES, IS ALSO ENCOURAGED.**

Finance Department - Utility Billing