



ADJUSTMENT/APPEAL FORM

This form is intended for appeals of Winter Quarter Average, Winter Leak and Leak adjustment requests. Please check the corresponding adjustment or appeal. The City does not reimburse for any parts or repair costs that were incurred because of the leak.

If appeal decision results in an adjustment to the WQA, the change will be made and reflected on the next City billing cycle, which may result in a retroactive adjustment. No adjustments will be made for billing dates prior to the date that the appeal was initiated. Appeals will be complete no later than *90 days* from of the date that the City receives the completed request form and all required documentation.

To qualify for an adjustment/appeal, the following conditions must be met, and form completed:

LEAK ADJUSTMENT

- The leak must be repaired, and the repairs must be permanent. The calculated credit will be provided for 50% of the excess consumption.
- The City of Bend allows a customer no more than one water leak adjustment per water meter in any 24-month period.
- This form and documentation (invoice) must be received within *60 days* of the repair of a leak.
- *A water leak is defined as an unpreventable break in the water and/or sprinkler system.*

Some common examples of a water leak:

Frozen pipes due to inclement weather, tree roots causing breaks in the system, or broken parts within the system.

Some common examples of constant consumption that are not a water leak:

Hose left running, water feature, valves not closed correctly, or faucets left open intentionally or by accident, improper use, settings or management of sprinkler system.

WINTER QUARTER AVERAGE APPEAL

- Appeal must be made within the first *120 days* from bill date reflecting new Winter Quarter Average (WQA).
- Customer must provide documentation showing actual water consumption for the most recent full 3-month period. **This documentation would be your water consumption history from your water provider if other than the City of Bend.**

WINTER LEAK ADJUSTMENT REQUEST

- The leak must have occurred during the months used to calculate the WQA (December, January and February).
- The leak must be repaired, and the repairs must be permanent. The completed "WQA Winter Leak Adjustment Request" form and documentation, such as repair invoices, must be submitted to the City's Utility Billing office by *June 30th of the current year.*



CITY OF BEND

Customer Name: _____ Account #: _____

Service Address: _____

Phone: _____ Email: _____

Date Leak Repaired: _____

Description of Leak (*faucet, toilet, water line, etc.*): _____

Description of the Repair (*include repair invoice or receipts*): _____

By initialing, I understand there is a 60-day time limit from the date of repair to submit the Leak Adjustment Request Form to the City of Bend. _____ (Initials)

Customer Signature: _____ Date: _____

By signing this form, you acknowledge the City of Bend's Leak/WQA Adjustment Policy. Forms received incomplete & without customer initials and signature will not be processed.

Please sign and return to the City of Bend Utility Billing office:

Email:
UtilitiesOnline@bendoregon.gov
Fax:
(541) 385-6675

Physical Address:
City of Bend Utility Billing
639 NW Franklin Ave
Bend, OR 97703

Mailing Address:
City of Bend Utility Billing
PO Box 1024
Bend, OR 97709

Internal Use Only

Date Received: _____ Received By: _____

Entry/Scan Date: _____ Entered By: _____

Water Provider: COB Avion Roats Seventh Mountain Golf Village/Widgi Creek

Leak Confirmed Yes No WQA Review Year(s): _____

Appeal: Approved Declined Estimated Credit Amount: _____