



CITY OF BEND

ADJUSTMENT/APPEAL FORM

This form is intended for appeals of Winter Quarter Average (WQA) 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. No WQA adjustments will be made for billing dates prior to the date that the appeal was initiated. Appeals will be completed no later than *90 days* from 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. Excess consumption calculation will begin on the date the leak was discovered or the date of initial notification via WaterSmart leak notification or City of Bend utility bill, not to exceed 90 days.
- 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 *90 days* of the date the leak was discovered or the date of leak notification. Repair must be initiated within 30 days of discovery/notification and completed within 90 days of discovery/notification.
- *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 (WQA) APPEAL

- To adjust your current WQA, Customer must provide documentation showing repair of leak. A current full 3-month period of actual water consumption will be used to determine updated WQA. If irrigation consumption is included in this period, it will be factored into the WQA.
- To adjust the following year's WQA, the leak must have occurred during the months of December, January or February. The leak must be repaired and this form, in addition to any repair invoices, must be submitted to the City's Water Services Billing office. We will not reimburse or credit previously billed WQA amounts.



CITY OF BEND

Customer Name: _____ Account #: _____

Service Address: _____

Phone: _____ Email: _____

Date Leak Repaired: _____ Date Leak Discovered: _____

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

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

By initialing, I understand there is a 90-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 Water Services Billing office:

Email:

UtilitiesOnline@bendoregon.gov

Physical Address:

City of Bend Water Services
639 NW Franklin Ave
Bend, OR 97703

Mailing Address:

City of Bend Water Services
PO Box 1024
Bend, OR 97709

Fax:

(541) 385-6675

Internal Use Only

Date Received: _____ Received By: _____

How Received (email, mail, walk in, etc.): _____

WaterSmart Notification Date: _____



Language Assistance Services & Accommodation Information for People with Disabilities

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please contact utilitiesonline@bendoregon.gov or (541) 388-5515. Relay Users Dial 7-1-1.