



CITY OF CANNON BEACH

Utility Leak Adjustment Policy

The City of Cannon Beach has a policy of issuing partial credits for water leaks that are repaired in a timely manner. The following criteria/conditions must be met:

- The City expects leaks to be repaired within 10 days of discovery.
- The utility customer must submit the completed utility relief request form within 60 days of leak repair.
- The relief amount shall not exceed 90 days usage.
- Each utility account is only eligible for one leak adjustment per water meter in any 36-month period.
- The utility customer must submit copies of the plumber's repair bill(s) and/or receipt(s) for parts required for fixing the leak.
- Credits granted are only for water leakage not flowing into the wastewater treatment system

Adjustment Request Procedure:

1. Complete the utility relief request form.
2. Attach all requested documents.
3. Return the form to:

City of Cannon Beach
Public Works Department
PO Box 368
Cannon Beach, OR 97110

4. Wait for the Public Works Committee to review the utility relief request.
 - a. The deadline for the Public Works Committee packet is 9 a.m. on Tuesday one week prior to the meeting. Any utility relief requests received after the deadline will not be considered until the following month's meeting.
5. Receive notification letter from the City about the Public Works Committee's decision.

Adjustment Methodology:

Credits granted are only for the sewer portion of the utility bill and ***only for water leakage not flowing into the wastewater treatment system.***

Credits are based on the customer's average sewer usage for the same period the previous year. This average is deducted from the total sewer consumption used during the time of the leak.

The maximum credit issued shall not exceed \$1,000. (Requests that exceed this amount will be left to the discretion of the Public Works Director & City Manager.) The adjustment will be applied in the form of a utility account credit.

The City does not reimburse for any parts or repair costs that were incurred because of the leak.

Utility Relief Request Form:

A copy of the utility relief request form is included as page 2 of this policy.



CITY OF CANNON BEACH

Public Works Committee UTILITY RELIEF REQUEST Request for Adjustment Due to a Leak

The City of Cannon Beach has a policy of issuing partial credits for water leaks that are repaired in a timely manner.

The City expects leaks to be repaired within 10 days of discovery. This relief request must be filed within 60 days of repair, and the relief amount shall not exceed 90 days' usage. Utility accounts are only eligible for one leak adjustment per water meter in any 36-month period. **The utility customer must submit copies of the plumber's repair bill(s) and/or receipt(s) for parts required for fixing the leak.**

Credits granted are only for the sewer portion of the utility bill **and only for water leakage not flowing into the wastewater treatment system**. Credits are based on your average sewer usage for the same period the previous year. This average is deducted from the total sewer consumption used during the time of the leak. The maximum credit issued shall not exceed \$1,000.

Irrigation systems and associated components are not eligible for relief.

The Public Works Committee will review the adjustment request at its next meeting.

Today's Date: _____ Account #: _____

Date Leak Found: _____ Date Leak Repaired: _____

Street Address/Location of Service: _____

Customer Name: _____ Phone #: _____

Customer Mailing Address: _____

Please describe the specific circumstances of your request (attach additional pages as needed):

OFFICE USE ONLY

Staff recommendation: _____ Approve _____ Deny Notes: _____

Sewer amount in leak period: _____ minus seasonal average usage: _____ = _____

Total credit: \$ _____ Date issued: _____ By: _____

Rev: 12/07/22