



CITY OF AURORA LEAK ADJUSTMENT REQUEST

The City of Aurora has a practice of issuing utility bill credits for water leaks that are repaired in a timely manner. The city expects leaks to be repaired within **20 days** of discovery. Credits are then calculated based on your average usage for the same period in previous years. This average is deducted from the total consumption used during the time of the leak. An adjustment is calculated based on the excess consumption. The credit amount is then applied to the account.

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 our Utility Billing office at 503-678-1283.

Return form and supporting documents to: City of Aurora, 21420 Main St. NE, Aurora, OR 97002. Please fill this form out completely:

Name: _____ Phone: _____

Service address: _____

E mail.: _____ Account #: _____

Type of leak (Explain): _____

Date leak found: _____ Date leak repaired: _____

Have any water credit adjustments been given in past? YES _____ NO _____

WHEN: _____

I acknowledge that the information given above is true and correct to the best of my knowledge. 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.

If this is a rental, the owner must also sign that they are aware no further adjustment for a water leak will be given for 18 months.

Signature _____ Date _____

Owner signature if Rental _____ Date _____

YOU MUST SUBMIT PROOF OF REPAIR REQUIRED TO FIX THE LEAK (I.E. COPIES OF PLUMBER'S BILLS AND/OR RECEIPTS FOR PARTS, BEFORE & AFTER PICTURES).

Total Credit: \$ _____

Issued By: _____ Date Applied: _____