

CITY OF ST. HELENS UTILITIES



275 Strand Street

St. Helens, OR 97051

Phone: 503-397-6272

Email: utilitybilling@sthelensoregon.gov

REQUEST FOR LEAK ADJUSTMENT

The City of St. Helens Utilities has a policy of issuing partial adjustment for water leaks that are repaired by customers in a timely manner. Adjustments issued are 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 and an adjustment 50% of the water overage will be credited to your account.

DESCRIBE THE REPAIRS OR SPECIFIC CIRCUMSTANCE OF YOUR REQUEST

ACCOUNT # _____

ACCOUNT NAME: _____

PHONE NUMBER _____

SERVICE ADDRESS: _____

MAILING ADDRESS: _____

SIGNATURE: _____

Leak Adjustment Guidelines

A leak adjustment may be granted when ALL of the following conditions are present:

- > Customer notifies the City of St. Helens Utility Billing Department of an excessive utility bill that may be related to a leak.**
- > Water consumption exceeds the customer's average monthly usage or twice the average monthly usage over the previous 12-month period**
- > Leak occurred on the customer's side of the meter**
- > Plumber's receipt or other proof confirms the leak was repaired**
- > A Leak Adjustment Form must be completed by the customer and turned in with required documentation noted above.**

However, no adjustments will be granted where any of the following situations exist:

- > Usage above the customer's average monthly consumption is due to seasonal usage such as watering of sod, gardening, filling swimming pools, or whirlpools, washing vehicles, etc.**
- > Leak was caused by a third party from whom the customer is able to recover their costs. Examples include, but are not limited to, theft, vandalism, negligence, and construction damage, unoccupied or vacant properties.**
- > When leak continues for two (2) or more months, there will be no adjustment for the third or subsequent months.**
- > The meter at said property has been accessed, tampered with, or turned on/off by anyone other than a City of St. Helens employee and that action results in a loss of water.**
- > A leak adjustment was issued within the past two (2) years for the same premise.**

Calculating Leak Adjustments?

- > Utility Billing staff will use your previous 3 year's usage during the time period to estimate an "average" which will be used to justify any possible leak adjustment.**
- > The minimum leak adjustment is \$15.00**
- > The maximum leak adjustment is \$1,000 unless there are extenuating circumstances. An adjustment request for over \$1,000 is required to receive approval from the City Council according to Administrative Rules**