

TOWN OF ORO VALLEY WATER UTILITY

LEAK ADJUSTMENT REQUEST FORM

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| Date Requested <input style="width: 90%;" type="text"/> | Account Number <input style="width: 90%;" type="text"/> | Name on Account <input style="width: 90%;" type="text"/> |
| Service Address <input style="width: 95%;" type="text"/> | | Email Address <input style="width: 95%;" type="text"/> |
| Telephone <input style="width: 90%;" type="text"/> | Date of Leak Notification/Detection <input style="width: 90%;" type="text"/> | Date Leak Repaired <input style="width: 90%;" type="text"/> |

Copy of repair invoice attached (if repaired professionally) Yes No
 OR
 Copy of repair receipts attached if repaired by owner/tenant or agent Yes No

PROVIDE BRIEF EXPLANATION OF REPAIRS BELOW

LEAK ADJUSTMENT PURPOSE

To provide Oro Valley Water Utility customer's an opportunity to request adjustments to their water bill due to unintentional water loss caused by broken or damaged plumbing fixtures, pipes or irrigation equipment at a customer's residence on the their side of the meter that results in a customer's bill being higher than their typical bill for water services.

LEAK ADJUSTMENT POLICY & PROCEDURE

The Oro Valley Water Utility allows for a **ONCE EVERY 3-YEAR** courtesy leak adjustment. The following process must be completed and submitted to the water utility within 60-days of the leak to be eligible for a leak adjustment:

- The leak must be repaired within two (2) weeks from the date of detection or notification of the leak (verbal or written)
- Register for WaterSmart. Use this link <https://orovalley.watersmart.com>
- Enter the Alert Settings (thresholds) in the WaterSmart Portal.
- Complete the Leak Adjustment form and return to Oro Valley Water Utility
- Repair receipt(s) must be attached
- Costs incurred to repair leaks are not reimbursable by Oro Valley Water Utility
- Only applies to residential potable water customer

IF MY REQUEST IS APPROVED FOR A LEAK ADJUSTMENT, HOW MUCH CREDIT WILL I RECEIVE?

Oro Valley Water Utility's policy for leak adjustments is to credit back fifty percent (50%) of the difference between the high water use amount and the average monthly water use. The average monthly water use is the total amount of water used for the past twelve (12) months divided by twelve (12). Fifty percent (50%) of that total difference would be the volume of water that would be credited for the leak. For example, assume the month in which there was a leak, water use was 20,000 gallons and the average monthly water use was 8,000 gallons. The difference would be 12,000 gallons and fifty percent (50%) of the difference would be 6,000 gallons. Therefore, the credit would be for 6,000 gallons. The dollar amount of the credit will be based on the tier 2 commodity rate in effect at the time of the leak. Maximum credit received shall not exceed \$200.00.

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your water bill.
 For questions call 520-229-5000 (Office Hours Monday – Friday, 8:00 am to 5:00 pm)

Water Utility Department
 11000 N La Canada Drive
 Oro Valley, Arizona 85737

OR you can submit your request on-line by sending to OVWater@orovalleyaz.gov