



Drinking Water You Can Trust

ABNORMAL USAGE FROM LEAKAGE

It shall be the policy of UMPQUA BASIN WATER ASSOCIATION, INC. to grant relief for an unusually high bill caused by water leakage on the member's side of the meter in the following manner:

1. The member must come forward and acknowledge that there was, in fact, a leak.
2. The request for the leak must be within the same month that the leak occurred. A request for a leak relief regarding a leak in a past month (January leak and an April request) does not qualify.
3. The member must show proof that the leak has been fixed to the standards and specifications of the Association.
4. If member does not have proof of the repairs, then the area must remain exposed (uncovered) and the member will need to request that a field technician from UBWA inspect and approve the repairs.
5. The member will then be responsible for one-half (1/2) of the overage amount. The overage amount will be calculated by subtracting the greater of either the corresponding month's bill from the previous year, or the average of the previous three (3) month's bills from the month's bill in question.

This relief shall be granted only to the owner of the membership and only once during that ownership of the membership. Leak Relief will only be granted if item 1, along with either item 3 or item 4 has been completed.

Adopted 10/11/84
Effective 1/1/85
Revised 3/9/99