



City of Hillsboro Utility Billing
 150 E Main Street, Hillsboro, OR 97123
 Phone: 503-681-6163 Fax: 503-681-6213
 Email: utility-billing@ci.hillsboro.or.us

WATER LEAK ADJUSTMENT REQUEST

The City of Hillsboro Utilities Commission can issue partial adjustments for water leaks that are repaired within 10 calendar days of notification. Customer must provide a valid plumbing or store receipt as proof of repair. The City of Hillsboro can credit up to half of the water consumption charge caused by the leak. The credit will be calculated by comparing current water usage to previous year usage during the same time period, or to "average customer consumption," if previous history is not available. Adjustments will only be made to the bill cycle coinciding with the leak notification and the previous bill cycle, if warranted. Customers can only qualify for a leak adjustment once in a twelve month period from the date of notification. Any adjustment will be credited to a customer account on the next bill; however, all bills must be paid in full, unless approved by the director. Please be advised that turning off the source or valve to the leak does not qualify for water leak adjustment.

Name: _____ **Account#:** _____

Service Address: _____ **Phone:** _____

Mailing Address: _____
 (If different) Street address City State Zip code

Location of Leak: (Toilet, Irrigation, Frozen pipe, etc.) _____

Describe the repairs (including location) or specific circumstance of your request and attach a copy of plumbing bill or receipt for parts: (Please Print)

FOR OFFICE USE ONLY

Date Reported:	Date Notified:	Date Form Sent:	Sent By:
Meter:	MIU:	Repaired:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Current Read:	Date of Read:	Read by:	Previous Read:
Bill #:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied	Adjustment Amount:	Issued by: