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Corbett Water District Policy states that “Leaking Within Premises” customers are responsible for all water usage on the customer side of the water meter. As such, consumption charges for water leaks that originate on the customer side of the water meter are the responsibility of the customer. However, to provide assistance and promote goodwill, the District may consider adjusting a customer’s account per Corbett Water District’s Leak Adjustment policy dated August 18, 2026. Return this form to our office, or email kzavoral@corbettwater.com.

Leak Adjustment Request Form

Date: _____ Account # _____ Name on the Account: _____

Mailing Address: _____ City _____ State _____ Zip Code _____

Service address _____

Phone # _____ Alternate Phone # _____

Email address _____

Date the Leak was Noticed: _____

Date the Leak was Repaired: _____

Note: In order to receive an adjustment to your account for a leak, proof must be made that a leak was present in the water line and has been repaired. This is done by submitting a receipt from a certified contractor, providing receipts for supplies, or including pictures of the leak before and after the repair.

Description of Repairs:

I certify I am the account holder and that the leak has been repaired. I request that the Corbett Water District consider my request for a water leak adjustment. I understand and agree that if the District grants my request for a water leak adjustment, I thereby waive and release the District and its insurer(s) from any claim arising from alleged or actual damage to water facilities on the customer’s side of the water meter.

Signature: _____ Date _____

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your water bill. All requests are evaluated based on the Corbett Water District Leak Adjustment policy.

12. CUSTOMER LEAKS

12.0 LEAK DEFINITION

A water leak or water leakage is defined as any water loss on the customer's side of the District water meter resulting from a condition where repair and/or replacement of customer infrastructure (service line or interior plumbing, etc.) is required to terminate the water leak.

12.1 LEAK RESPONSIBILITY

All leakage occurring between the meter and the property served will be the responsibility of the customer. The customer is responsible for the proper maintenance and repair of water lines, stop and waste valves, gate valves, pressure regulators, backflow assemblies, plumbing fixtures, hydraulic devices and other water-related facilities at the customer's premises.

12.2 LEAK LIABILITY

The District will not be held liable for any damages or injuries whatsoever resulting from leakage or water running on the premises from pipelines, plumbing fixtures, open faucets, valves, fixtures, devices, appurtenances, hoses or other water-related facilities located beyond the meter.

12.3 LEAK ADJUSTMENTS

- 12.3.1 Water usage resulting from conditions that did not involve repairs or replacements (such as filling a swimming pool, leaving an outdoor watering hose or irrigation sprinkler system on too long) are not eligible for a water leak adjustment by the District.
- 12.3.2 Water leaks due to leaking faucets or toilets are not eligible for water leak adjustments.
- 12.3.3 Water leaks on irrigation lines are not eligible for water leak adjustments.
- 12.3.4 Any District customer may apply to receive an adjustment to their current water bill according to this policy.
- 12.3.5 To be eligible for a water leak adjustment, the customer is first required to promptly resolve the water leakage at the customer's own expense. (The District is not responsible for repairs or replacements needed on the customer side of the District water meter.) Repairs must be completed within thirty (30) days of the customer discovering the leak or notification of the leak from the Water District.
- 12.3.6 Once the repairs are complete and within fifteen (15) days of when repairs have been made, the customer may request a water leak adjustment in writing on the approved District form either at the District office or through the District's website at www.corbettwaterdistrict.com.
- 12.3.7 The customer's leak adjustment request must include a statement of where and when the leakage occurred, receipts from the repairs and/or pictures of the leak and repairs and a written summary of what steps were taken (what work was done) to terminate the water leakage.
- 12.3.8 No more than one water leak adjustment shall be granted to a customer during a rolling 24-month period.
- 12.3.9 No leak adjustment shall be made for bills that have not increased more than 25% from the same billing cycle the prior year or the three billing cycles prior to the leak.
- 12.3.10 No more than two (2) leak adjustments will be granted for any property unless proof of complete water line replacement is provided to the District.
- 12.3.11 Upon receiving a water leak adjustment request, the District Office Staff will calculate a water leak adjustment credit of up to 50% of the cost of the amount of water lost based upon the average of the same billing cycle for the last three years. If historical information

is not available, the adjustment will be based on the average of the three (3) billing cycles prior to the leak. Adjustments may not be issued for leaks extending over more than two (2) consecutive billing cycles. The water leak adjustment credit excludes the fixed base rate portion of the bill and normal historical water use during the billing period. The customer's cost for infrastructure repairs (materials and labor) or damage done to other property as a result of the customer's water leak is not eligible for reimbursement by the District.

- 12.3.12 If the water leak adjustment is approved by the District Manager, the customer will be notified, and the credit will be applied to the customer's account. If payment for the balance is not received within thirty days of notification or the customer has not set up a payment plan for the balance, the leak adjustment will be removed from the account and the customer will be liable for the full amount with no right to appeal. Any outstanding portion of the bill is subject to late fees and penalties up to and including termination of service according to Ordinance 2009.05.02 Penalties, Fees, and Deposits.
- 12.3.13 The customer may appeal the District's decision to the Board of Commissioners when the District determines that the customer does not qualify for a leak adjustment or if the customer disagrees with the amount of the proposed leak adjustment.
- 12.3.14 If the customer accepts the District's proposed leak adjustment the customer foregoes any right to appeal to the Board of Commissioners and absolves the district of any further obligations related to the leak.
- 12.3.15 If a customer chooses to appeal the proposed adjustment, they must notify the District office of their desire to appeal by submitting a written request within thirty (30) days. The customer must indicate the reason for their appeal and include information supporting their appeal. The District will notify the customer of the date the Board of Commissioners will consider the appeal. The customer or the customer's representative must be present to discuss and answer Commissioner questions concerning the leak adjustment request. If not present, no further appeal action will be considered by the District.
- 12.3.16 The District will convey the Board's decision in writing to the customer within thirty (30) days of the review. All decisions of the Board of Commissioners are final. Once a customer is notified of the Board's decision the credit will be applied to their account. If payment for the balance is not received within thirty days of notification or the customer has not set up a payment plan for the account balance, the leak adjustment will be removed from the account and the customer will be liable for the full amount with no right to appeal.
- 12.3.17 A water leak adjustment will not be granted without the customer's written agreement to waive and release the District and its insurer(s) from any claim arising from alleged or actual damage to water facilities on the customer's side of the water meter.
- 12.3.18 It is recommended that a pressure reducing valve (PRV) be installed immediately following the meter on customer water lines to avoid fluctuation to water pressure that can damage water lines, water heaters and plumbing fixtures.