



Return completed form to:  
City of Monroe  
664 Commercial St  
PO Box 486  
Monroe, OR 97456  
541-847-5175 office  
541-847-5177 fax

## Utility Billing Request for Leak Adjustment

PLEASE PRINT CLEARLY.

Account Number: \_\_\_\_\_

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date Repaired: \_\_\_\_\_

### Brief description of leak and repair done (including location of leak on property):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I, \_\_\_\_\_, state that all information above is complete and accurate.

**I have read and understand the Utility Invoice Mitigation Policy.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

.....  
*For office use only:*

Has a water leak mitigation been granted before? \_\_\_\_\_

Average usage for previous 6 months: \_\_\_\_\_

Amount of overage due to leak (overage minus the average): \_\_\_\_\_

Amount of mitigation to be granted if approved: \_\_\_\_\_

Approved / Denied

Date Received \_\_\_\_\_ Date Approved/Denied: \_\_\_\_\_ Date Adjustment Entered By \_\_\_\_\_

# City of Monroe

## Utility Invoice Mitigation Policy

### 1. PURPOSE

To outline policy for invoice mitigation for Utility customers who have experienced an abnormal invoice amount due to leaks.

### 2. SCOPE

- a. This policy applies to all City of Monroe Utility customers.
- b. This policy describes the objectives, methodology for calculating mitigation amount, and policies regarding City of Monroe mitigation of utility invoice.

### 3. REFERENCES

- a. City of Monroe utility billing procedures.
- b. City of Monroe past practice as documented in Council Meeting minutes.

### 4. RESPONSIBILITIES

- a. City Officials
  - 1) Establish policy and procedures
  - 2) Approve policy and procedures
  - 3) Provide training for work force
  - 4) Provide notification for public
  - 5) Enforce sanctions
- b. Utility Customer
  - 1) Notify City of Monroe officials of leak or abnormal invoice.
  - 2) Work with City officials if help needed to shut off city utility for repairs
  - 3) Repair leak. Request restart of utility of shut off by city official (see 2 above)
  - 4) Request mitigation of abnormal invoice in writing and request to city officials to be added on next Council Meeting agenda
  - 5) Customer should work with city staff to create document outlining last 6 months water invoices, overage invoice, and calculated mitigation amount per procedure below.
  - 6) Attend the next City Council meeting to present request to council.
  - 7) A proxy may be sent.
  - 8) Pay mitigated amount as determined by this policy and approval by council.

### 5. MINIMUM NECESSARY POLICY

- a. Procedure to determine if water invoice qualifies for mitigation
- b. Utility customer of record is responsible party
- c. Request must be first request for current utility customer of record
- d. Exception – customer may ‘buy back’ first mitigation by paying full mitigated amount before current mitigation request will be honored.
- e. Usage overage must be a leak due to failure of piping, valving, or water fixture, including faucets, toilets, hot water heaters, dish washers, laundry washers.
- f. Negligence such as water valves left on, will not be considered for mitigation.
- g. Only 1 month’s invoice amount will be considered for mitigation. Multiple months of overage due to leak will be considered negligence.
- h. Procedure to stop utility service to reduce loss and/or risk.
- i. Upon notification of water leak customer should request help to shut off service if needed to repair customer water system.
- j. When repairs complete, If city water valve turned off, customer to contact city during office hours for valve to be turned on by city personnel. City personnel will attempt to accomplish this task on same day.
- k. Policy to calculate invoice mitigation amount
- l. List prior 6 months of water billing. City personnel will then average this monthly charge.
- m. Average will be subtracted from the current invoice which contains the water leak usage.
  - a. If leak happened on first month of new customer previous customer average will be used.
  - b. Remainder will be split 50/50 percent, city absorbing 50% and customer 50%.
  - c. Customer responsible to pay normal amount from average above and 50% of overage.
  - d. Payments may be made on overage amount, to be determined on case by case basis.
- n. Policy to enforce compliance
  - a. Normal delinquent payment procedures to be followed if procedure above not followed and completed.

### 6. SANCTIONS

- a. Disconnect/Reconnect Fees, Full invoice due, other fees may be assessed if utility leak is not corrected within an acceptable time.