

CITY OF YACHATS

ADMINISTRATIVE POLICY NO. 19 RELIEF FOR WATER BILLING FOR NATURAL CAUSE WATER LOSS

OBJECTIVES

To provide an application process for partial credit for water charges resulting from loss as a result of natural causes; define those specific causes; and, establish the procedure by which City Hall Staff will process the applications for credit, based on the criteria to ensure that it is fair and consistent.

CRITERIA AND PROCEDURES

This policy applies only to the uncontrolled loss of municipal treated water at any residence or business as a direct result of natural causes. Relief will be considered for the quantity exceeding the average consumption.

1. The City Recorder will deny relief if it is determined that the property was unoccupied for 5 or more days and the hand valve was not present, not operational, or not used to minimize loss.
2. Any metered water service customer may apply for partial relief of the cost of water lost as a result of the below listed natural causes.
3. The City Recorder will grant relief of fifty percent (50%) of the charges above the applicant's average usage as determined by a review of the previous twelve (12) months' billings.
4. To qualify for such relief the situation shall meet the following criteria:
 - a. The excessive loss of water must not be caused by negligence of any party or individual.
 - b. The excessive cost of water must be greater than the average of the metered usage of the last twelve (12) billings.
 - c. The relief applied for will not exceed two billing cycles.
 - d. Only the owner, customer, or agent of record may apply.
 - e. Relief will not be granted for any loss that occurs more than one time at the same part of the plumbing where relief was previously granted.
 - f. The applicant must provide evidence that the leakage has been satisfactorily remedied and has been inspected by a City employee.

