

# CONSUMPTION BASED SEWER RATES REQUEST FOR ADJUSTMENT TO USE CHARGE

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Under Clean Water Services, consumption-based rate structure, a portion of a customer's bimonthly sanitary sewer service charge is based on the estimated sewer system usage. The estimated use of the sewer system is calculated on the "winter average" water use, based on the six month sample period from November through April each year. Winter water consumption is most closely linked to how much wastewater enters the sewer system while excluding those months where outdoor/irrigation-related water use is most likely to occur. This method provides a reasonable measure of sewer system usage given the extremely impractical alternative of directly measuring sewer flows.

You indicated in a recent contact with Clean Water Services that this process does not provide a reasonable estimation of your sewer use and requested an adjustment to your use charge. Clean Water Services has established that an adjustment will be made to a use charge only if the use does not discharge to the sewer system, and if it impacts the water measurement by at least 20% (recognizing that minor variations in water use are already assumed and have a minimal impact on the use charge, and to contain the administrative costs).

**If you feel your request meets these criteria, please provide the information indicated below.**

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**I am requesting an adjustment to my consumption portion of the sewer charges because: (check one)**

More than 20% of my metered winter water use does not enter the sanitary sewer system (e.g. greenhouse).

A one-time non-sewer event, which did not enter the sewer system, caused my winter average water use to be more than 20% (e.g. filling swimming pool, water leak).

**Please describe the specific circumstances of your request:**

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Account number: \_\_\_\_\_ Date of event: \_\_\_\_\_

Customer name: \_\_\_\_\_ Phone: \_\_\_\_\_

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

Clean Water Services requires documentation of the winter water use which does not enter the sewer system. One or more of the following forms of documentation are required:

- Adjusted water bills reflecting any one-time corrections
- Two years of water bills demonstrating that a given period does not follow past patterns
- Readings from separate meters for non-sewer water use (deduct meter readings) for a two-month period
- Sample measurements of the non-sewer use for a two-month period
- Physical volume measurement (such as swimming pool dimensions or gallon capacity)

**Certification:** I attest that the above and attached information is true and accurate to the best of my knowledge. Further, I grant Clean Water Services permission to audit the documentation submitted or validate the amount of non-sewer usage upon reasonable notice that such an action is pending.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please send this form and required documentation to:** Clean Water Services, Attn: Customer Service  
2550 SW Hillsboro Highway  
Hillsboro, OR 97123

Questions:

Please call Customer Service at 503.681.4400 or email [billing@cleanwaterservices.org](mailto:billing@cleanwaterservices.org)