

POLICY STATEMENT AND REGULATIONS

Number: 200.8

WATER LEAK BILLING ADJUSTMENT POLICY

POLICY OBJECTIVE

To outline the circumstances under which property owners can apply for a billing adjustment due to a water leak on the customer (or property) side of the water meter or significant abnormalities in water consumption and to establish the method used to quantify the adjustment.

POLICY

Customers are responsible for the service and fittings to the Water Utility System beginning at the coupling on the customer's side of the meter. Any leaks in the line which are the responsibility of the customers must be repaired, by the customer, solely at their expense.

No adjustment or credit will be applied to the water bill for the customer or property side leaks, damage or deterioration or other factors except as defined within this policy.

The customer is responsible for monitoring higher than expected usage. Customers must investigate higher than expected usage to determine if the usage was caused by a property side leak. Customers should promptly repairs leaks.

The Director of Finance, or other person delegated the responsibility by the Director of Finance, may adjust water billings when all of the following requirements are met:

1. An adjustment may occur only after all leaks have been repaired and verified with an actual water meter read. Obtaining an actual meter reading may be necessary, within a minimum of two weeks, to verify whether leaks have been repaired and usage has returned to normal.
2. Reasonable efforts (including hiring a plumber) to locate the leak and initiate repairs must be taken by or on behalf of the customer within 14 calendar days after the initial notification of increased water usage was provided to the customer. Notification may include, but is not limited to: water billing with higher than historical average consumption, a written notice delivered to the owner or occupant or a courtesy phone call. Exceptions may be considered for extraordinary circumstances.
3. The customer must complete in full the *Water Leak Adjustment Request Form* and provide documentation of repairs made prior to being approved for an adjustment within 14 calendar days after the date of final repair(s).

4. There is no extension of the due date or the time for paying water bills because of a pending adjustment request. Customers are advised to pay the entire amount due with the normal payment period or enter into payment arrangements for the excessive amount in order to remain in good standing on all current billings. Reimbursements will only occur when an adjustment request is granted.
5. The customer's account must be in good standing at the time of submission of the Water Leak Adjustment Request Form.
6. The property side billing adjustment shall be limited to two billing periods. A billing period for municipal customers is 30 days.
7. The amount of the excess usage shall be determined by the District. Normal Consumption shall be determined by using historical averages when available.
8. Adjustments are limited to the water usage portion of the bill only.

Adopted: May 11th, 2015.