



DISTRICT OF NORTH SAANICH

COUNCIL POLICY

TITLE: WATER UTILITY LEAK ADJUSTMENTS	NO. COU-122
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PURPOSE

Property owners may experience leaks in their water systems resulting in higher than normal water consumption. This policy outlines the circumstances under which property owners can apply for a leak adjustment and the methodology that will be used to calculate the amount of the adjustment.

POLICY

1. Adjustments will only be granted for leaks in the main underground water line(s) between the water meter and the residence or building(s). Leak adjustments on utility bills will not be made for the following:
 - all internal plumbing systems and fixtures.
 - irrigation and/or sprinkler systems on a property.
 - in-ground or above ground pools, ponds, and fountains.
 - any auxiliary lines connected to the main water line(s).
 - premises left abandoned or vacated without reasonable care for the plumbing system.
2. Tangible proof that all leaks have been repaired is required. The District reserves the right to inspect the repair prior to considering a leak adjustment.
3. If in the normal course of business the District of North Saanich Utilities or Financial Services departments become aware of abnormal water consumption or any evidence of leaks on any property, the District will, on a "best effort basis", notify the customer thereof, but accept no responsibility for failure to do so. Notification may be by phone message, door hanger, or a notification mailed with the utility bill.
4. The property owner shall be responsible for the estimated normal amount of water consumed at the current retail water rate, plus 50% of the additional water consumed as a result of the leak at the current retail water rate. The estimated normal amount of water consumed will be determined by the Financial Services department and is defined as the average water

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consumption based on the same or similar water billing period from the previous three years. If three years of consumption data is not available, normal consumption will be based on the best estimate from information available on the property or consumption from a comparable property.

5. Leak adjustments shall not be considered for water lost subsequent to 60 days from a property owner becoming aware of a leak or being notified of a possible leak by the District's Utilities or Financial Services departments. Property owners must take immediate action after detection or notification of a water leak to prevent further loss of water. No allowance will be made for utility bills or notification claimed to be lost or not received.
6. Only one leak adjustment per property owner and main water line(s) within a twenty four (24) month water consumption period shall be permitted.
7. A property owner has no more than one hundred and twenty (120) days from the date of billing, to submit a leak adjustment application form to the Financial Services Department. Proof of leak repairs (e.g. invoices, receipts, pictures) must be submitted with the application.
8. Adjustments will only be granted when the utility account is in good standing and no previous amounts due are outstanding.
9. The District will not process leak adjustments where the adjustment amount is calculated to be less than \$50.00. This is to account for the costs of processing a water leak adjustment credit.

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