

Delegation: Rhonda Leigh / Clark Rutledge

Summary: 1541 Arbutus Drive suffered an unknown underground service leak 4 years ago, which was professionally repaired. A second unknown underground service leak occurred this year. Because the meter was not read for 8 months, (The longest period between readings on Vancouver Island,) and the RDN has a high tiered water conservation rate, the bill went from an average of about \$400 to over \$6,400.00. Research and comparison with other water service districts found shorter non-consideration clauses (Capitol Regional District), all leaks being considered (As with the City of Nanaimo.), or a secondary leak policy (Various districts with a 5 year clause or greater). Parksville in particular reviewed their policy, which was the same as the current RDN policy, in 2014. It was found to be unfair and a secondary leak policy was put in place. Examples from various water service districts will be supplied to show how their policies are more equitable. (Power point presentation will be done at meeting. Handouts will also be provided for back-up including the City of Parksville 2014 Policy review and new policy.)
Tiered conservation rates should not be applied to unknown water leaks.

Action Requested: Request water leak forgiveness policy 1.1d be critically reviewed and benchmarked to Vancouver Islands other water leak forgiveness policies. This policy was last reviewed 16 years ago before tiered water rates were put in place. The policy should be looked at and compared to these service areas and a secondary leak policy be put in place. We also wish our current water bill reduced.