

# REGIONAL DISTRICT OF NANAIMO

## POLICY

SUBJECT:	<b><i>Adjustment for Water Leak</i></b> <i>(Utilities)</i>	POLICY NO: D1.1 CROSS REF.:
EFFECTIVE DATE:	July 8, 2003	APPROVED BY: Board
REVISION DATE:	February 28, 2006	PAGE: 1 of 4

### PURPOSE

To describe the conditions under which a water bill adjustment will be made for a water leak.

### POLICY

1. Water account adjustments to a property may be considered once in a five year period if:
  - The property owner completes the form attached to this policy entitled *Regional District of Nanaimo Utilities Department User Fee Adjustment for Water Leaks Application Form*.
  - The leak was repaired within 14 days of the water billing or from the date the leak was discovered.
  - The property owner has provided the RDN with detailed receipts showing proof of repairs.
  - RDN Utilities personnel have verified that repair work has been undertaken and completed.

Leaks in hot tubs, swimming pools, and decorative fountains are the responsibility of the property owner and do not qualify for adjustments.

2. Fees. For costs associated with customer service requests, the following fees apply:
  - \$20.00 Administration Fee (all applications)
  - \$50.00 Meter Accuracy Test Fee (if requested by applicant)
  - \$50.00 Meter Re-reading Fee (if requested by applicant)
  - \$200.00 Meter Replacement Fee (if requested by applicant)

The above-noted fees are subject to GST. The administration fee will be waived if the leak is a result of a fault in the municipal system.

3. When the leak is associated with the main service line from the meter connection to the residence or commercial building, and when all other requirements to qualify for an account adjustment are met, the Manager of Utilities, in estimating the account, shall take the average consumption at the property over the past three years for the billing period in question.

4. When the leak is associated with an irrigation system or in-home appliance such as a toilet or sink, and when all other requirements to qualify for an account adjustment are met, the Manager of Utilities, in estimating the account, shall take the average consumption at the property over the past three years for the billing period in question, plus the value of 50% of the water used as a result of the leak. No customer shall pay more than \$1,500 for the value of the leaked water. Therefore, to calculate the amount owing, the water bill will include the customer's three year average consumption for that period, plus 50% of the leaked water consumption (to a maximum value of \$1,500), plus any other applicable fees as outlined in this policy.
  
5. All water billing disputes that go unresolved within the Utilities Department shall be referred to the RDN Board.
  
6. No application for adjustment will be accepted after a period of one year has elapsed from the date the water bill was issued. After the termination of this period, all such water rates and charges are deemed to have been properly and correctly made.



**WATER & UTILITY SERVICES DEPARTMENT  
USER FEE ADJUSTMENT FOR WATER LEAKS  
APPLICATION FORM**



**APPLICANT'S NAME:** \_\_\_\_\_ **Account No.** \_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_ **Postal Code** \_\_\_\_\_

**PROPERTY ADDRESS** (if different than above): \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **CELL:** \_\_\_\_\_ **FAX:** \_\_\_\_\_ **EMAIL:** \_\_\_\_\_

- RDN Water Service Area: \_\_\_\_\_
- Cause of Leak: \_\_\_\_\_
- Date Leak was discovered: \_\_\_\_\_ Date repaired: \_\_\_\_\_
- Repairs done by: \_\_\_\_\_ Meter Reading (we do this) \_\_\_\_\_
- Insurance Claim for Repairs:      Yes      No      Receipts attached \_\_\_\_\_

I/we understand and agree to the following:

- Administration fee is \$20.00 (all applications)
- Meter re-reading is \$50.00 (if requested by applicant)
- Meter accuracy test is \$50.00 (if requested by applicant)
- Meter replacement is \$200.00 (if requested by applicant)

**PLEASE NOTE: YOUR ACCOUNT WILL BE REVIEWED. IF AN ADJUSTMENT IS WARRANTED IT WILL BE CALCULATED BELOW. PLEASE PAY YOUR GARBAGE, RECYCLING, AND SEWER CHARGES (IF APPLICABLE) WHILE WE CONSIDER YOUR WATER USER FEES.**

- I/we understand that water account adjustments may be considered only once in a five year period.

**SIGNED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Personal information collected on this form is collected for the purpose of processing this application and for administration and verification. The personal information is collected under the authority of the *Local Government Act* and RDN bylaws. If you have any questions about this collection, contact the Manager of Water Services at 6300 Hammond Bay Road in Nanaimo or by phone at (250) 390-6560. Personal information or business information submitted on this form is not considered to be supplied in confidence. **Applicant's initials** \_\_\_\_\_

<i>This Section for RDN Use Only</i>			
Type of Leak:	Service Line	Other	
<b>Original Water Bill Amount</b>	_____	<b>Adjusted Discount Date</b>	_____
<b>Original Discount Date</b>	_____		
Administration Fee (\$20)			_____
Meter Accuracy Test Fee (\$50)			_____
Meter Re-reading Fee (\$50)			_____
Meter Replacement Fee (\$200)			_____
		(5% GST)	_____
Customer's 3 Year Historical Average Consumption			_____
Value of 50% Excess Water	(not for service line leaks)		_____ (max. \$1500)
	10% Discount (if applicable)		_____
<b>Amount to Invoice:</b>			<b>\$</b> _____
Refund/Invoicing Approved by _____		Date: _____	

*Manager of Water & Utility Services*