



A Natural Attraction

## City of Quinte West Water/Wastewater Billing Leak Adjustment Policy

### POLICY STATEMENT

The Water/Wastewater Billing Leak Adjustment Policy provides metered residential customers an opportunity to request financial assistance in the form of a leak adjustment for unusually high water/wastewater bills resulting from leaks in their plumbing system, provided such leak has been repaired.

Though the customer is responsible to repair leaks in their plumbing system, it is recognized that a high water/wastewater bill resulting from an unintentional water leak can present financial hardship to a customer.

### PURPOSE

To outline the circumstances under which a residential customer can apply for a water/wastewater billing adjustment due to a leak, and to outline how the leak adjustment credit will be calculated.

### PART 1 - DEFINITIONS

1. **Average Monthly Consumption** means one-year's total water consumption for the subject premises divided by 12 months
2. **Curb Stop** means the valve located at or near the street line used to start or stop the flow of water from the water distribution system to the water service line to the municipal property
3. **Customer** means the owner, tenant or occupant of a premises to which water/wastewater services are supplied
4. **Credit** means the leak forgiveness credit under this policy
5. **Leak** means an unintentional water loss caused by a broken or otherwise malfunctioning plumbing system or fixture.
6. **Municipality** means the Corporation of the City of Quinte West.
7. **Residential** means designed for people to live in.
8. **Water Service Connection** means the water pipe that conveys water from the municipal water main to the street line, including the curb stop valve at the street line, and which supplies water to any premises in the Municipality.



## **City of Quinte West Water/Wastewater Billing Leak Adjustment Policy**

### **SCOPE**

This policy applies to residential water/wastewater customers in the City of Quinte West.

Commercial, industrial and institutional water customers (as identified by assessment property classification) are not eligible under the policy. Residential tenant customers are eligible, subject to meeting all other requirements of the policy.

### **POLICY**

1. To be considered for a water/wastewater bill adjustment:
  - a) The Customer must complete and submit a Water Bill Adjustment Request Form to the Municipality within 21 days of receiving notice of increased water usage. The date of notification of increased water usage may include, but is not limited to:
    - Date a water bill is issued;
    - Date of a written notice delivered to the owner or occupant of a residential property in the City of Quinte West; or
    - Date of a courtesy phone call to the residential customer by municipal staff
  - b) The Customer must make a reasonable effort to locate the leak and initiate repairs within 21 calendar days of notification of increased water usage
  - c) The Customer shall notify the Municipality of completion of repairs within 7 calendar days after the date of the final repair(s). The Customer shall retain any receipts for the repairs and provide copies of the same to the Municipality
  - d) The Customer's water/wastewater billing account must be in good standing at the time of submission of a Water Bill Adjustment Request Form
  - e) The property must not have been vacant or unattended during the period of the water/wastewater bill adjustment request
  - f) Water consumption for the billing period must exceed two (2) times the customer's average monthly consumption for the previous twelve (12) months and be greater than twenty-five (25) cubic metres



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- g) The period of the water and/or wastewater bill adjustment request must not exceed a total of 60 calendar days (up to 30 calendar days prior to the notification of increased water usage and up to 30 calendar days after the initial notification)
  - h) The increased water usage was not due to filling a pool or spa, irrigation system usage or other similar uses
  - i) The increased water usage was not due to theft, vandalism or construction damage
  - j) The Customer must be able to explain the increased water usage
  - k) The Customer must not have had a leak adjustment credit applied to the account in the 5 years immediately preceding the current request
2. If a water/wastewater bill adjustment is granted by the Water Billing Supervisor, a credit will be applied to the Customer's water/wastewater billing account for future billings.
  3. The credit will be calculated as 50% of the actual metered water usage in excess of the historical average monthly consumption for each month that a water and wastewater bill adjustment is requested. The credit will apply to both water and wastewater charges for the billing period, as applicable.
  4. The maximum total Credit amount for water and wastewater charges available per application is \$2,000.00.
  5. If a Credit is granted by the Water Billing Supervisor, the customer will not be eligible for another leak adjustment credit for a five (5) year period.
  6. Credits shall only be issued after repairs have been completed and municipal staff have verified that water usage at the premises has returned to normal.
  7. There is no extension of the due date or the time for paying water/wastewater bills because of a pending water/wastewater bill adjustment request. Customers are advised to pay the entire bill amount due within the normal payment period or enter into payment arrangements for the excessive amount in order to remain in good standing on all current billings.