

## Utility Services

### APPLICATION FOR LEAK ADJUSTMENT

**Salt Spring Island, Southern Gulf Islands, Port Renfrew and Wilderness Mountain Service Areas**

Account Number: \_\_\_\_\_  
Six Digit Number

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_\_  
DD MM YYYY

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Site Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Cause of Problem: \_\_\_\_\_  
\_\_\_\_\_

Date Repaired: \_\_\_\_\_

Leak Fixed By: \_\_\_\_\_

**(Note: Leak must be repaired and form returned to the office no more than 30 days from the date of billing to be eligible for an adjustment.)**

#### **REQUIRED PROOF OF REPAIR DOCUMENTATION:**

##### **Copy of Plumber's/Repair Invoice and/or Receipts**

If no receipts available:

Attach a detailed outline of the work performed in writing by the person responsible for the repair

#### **SEE PAGE 2 OF THIS FORM FOR CONDITIONS THAT APPLY TO LEAK ADJUSTMENTS**

I acknowledge that I have read and understand the conditions for being granted a leak adjustment

Account Holder's/Owner's Signature: \_\_\_\_\_

Email:  waterbilling@crd.bc.ca

(Mail to: CRD Integrated Water Services, 479 Island Highway, Victoria, BC V9B 1H7 or Fax: 474-4012, Phone 474-9600)

#### **For Office Use Only**

Who identified the problem? \_\_\_\_\_ When? \_\_\_\_/\_\_\_\_/\_\_\_\_

Area # \_\_\_\_\_ Book # \_\_\_\_\_ Site Address: \_\_\_\_\_

ID # \_\_\_\_\_ Previous Reading & Date: \_\_\_\_/\_\_\_\_

MXU # \_\_\_\_\_ Location: \_\_\_\_\_

Leak fixed confirmed by: \_\_\_\_\_ Present Reading & Date: \_\_\_\_/\_\_\_\_

Adjustments: \_\_\_\_\_

Approved:  Yes  No Comment: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

## **UTILITY BILL APPEAL**

- Any Consumer obtaining a utility bill may formally register a complaint or dispute with the General Manager regarding the amount of any charge on the utility bill, no more than thirty (30) days from the date of billing.

## **UTILITY BILL ADJUSTMENTS FOR LEAKS IN THE SERVICE LINE**

- No adjustment shall be made for leaks in internal plumbing systems and fixtures, including faucets and toilets, or leaks in an irrigation system on the Property.
- The General Manager may make an adjustment to a utility bill in the case of a water leak and may take into consideration the cause of the water loss, the opportunity for the Consumer to detect the leak, the possibility of Consumer negligence or fault regarding the leak, and the promptness with which the leak was stopped or repaired after discovery.
- To qualify for a utility bill adjustment, the leak must have been caused by circumstances beyond the Consumer's control, such as a break in the Service Line, a mechanical malfunction, water theft, vandalism, or other unusual or emergency conditions.
- An owner must provide tangible proof that all water leaks have been repaired; the CRD Integrated Water Services has the authority to inspect the repair prior to considering a water leak adjustment.
- The General Manager, upon receiving an application for a water leak adjustment, may adjust the amount of any utility bill for a Consumer where the owner satisfactorily proves there was a water leak(s) originating on the Consumer side of the meter service box or chamber.
- If the General Manager permits a utility bill adjustment, the Consumer shall assume responsibility for the normal amount of water consumed at the current retail water rate based on the same billing period's consumption in the previous year; CRD Integrated Water Services shall absorb the remainder of the water consumption cost.
- CRD Integrated Water Services will only consider a water leak adjustment for the billing period the leak was detected and the previous billing period in which the leak occurred to a maximum of two (2) billing periods.
- Where the sewer charges are based on the water consumption volumes and a water leak adjustment has been approved, the consumption for sewer charges will be adjusted in accordance with the water consumption adjustment.
- Where the sewer charges are based on the water consumption volumes and a water leak is in an irrigation system, the General Manager may adjust the sewer charges based on water consumption during the same billing period in the previous year; CRD Integrated Water Services shall absorb the remainder of the sewer consumption cost.
- A sewer leak adjustment will be considered only for the billing period the water leak was detected and the previous billing period in which the leak occurred to a maximum of two (2) billing periods.
- Only one leak adjustment for water and sewer per Property within a twelve (12) month period shall be permitted.
- A leak adjustment application form must be submitted within 30 days of the billing date of the utility bill.