



THE CORPORATION OF THE DISTRICT OF CENTRAL SAANICH

COUNCIL POLICY

Adopted by Effective Date July 8, 2019 Amendment Date(s):	POLICY NO. 10.FIN File No: 0340-50-19
SUBJECT: UTILITY ACCOUNTS – LEAKS and ADJUSTMENTS	
Category: Finance	

1. PURPOSE: The purpose of this policy is to establish the circumstances in which property owners can apply for leak adjustments when a water leak has occurred on private property serviced by the Districts water system, and the method the District will use to calculate adjustments.

2. APPLICATION: This policy applies to all Central Saanich Utility Accounts.

3. POLICY

3.1. Utility bills of eligible property owners with a qualifying leak will be adjusted by the estimated amount of leaked water, less the Districts cost to purchase that water at CRD bulk rates.

3.2. Leaks that qualify for billing adjustment:

- Leaks in the main underground water line(s) between the meter and the residence or building(s).

3.3. Leaks that do not qualify for billing adjustment:

- All internal plumbing systems and fixtures (including toilets, faucets, washing machines and hot water tanks).
- Irrigation and/or sprinkler systems.
- In-ground or above ground pools, ponds, and fountains.
- Auxiliary lines connected to the main water line(s).
- Premises left abandoned or vacated without reasonable care for the plumbing system.

3.4. To be eligible for a billing adjustment a leak adjustment form signed by the owner must be submitted within 120 days of detection or notification of the leak, with proof of repair.

3.5. Proof of repair is one of the following:

- Plumbers invoice
- Receipt for parts
- Photo of repair

- 3.6. Leak notification is defined as:
- A notification card left on site.
 - A phone call or answering machine message.
 - A bill message on the utility bill.
- 3.7. Adjustments will not be made for water lost earlier than the prior billing period.
- 3.8. Adjustments will not be made for water lost more than 120 days after the leak notification date.
- 3.9. Leak adjustments are limited to one leak adjustment per owner, every two years.
- 3.10. Leak adjustments are not processed for accounts with outstanding balances.
- 3.11. Leak adjustments will not be processed where the adjustment amount is less than \$50.
- 3.12. All leak adjustments will be credited against future utility billings and not refunded directly to the property owner.
- 3.13. Estimated normal water consumption is defined as the average water consumption of the same or similar water billing periods of the last three years consumption data.
- 3.14. If three years consumption data is not available, normal water consumption will be based on the best estimate from information available on the property.
- 3.15. Based on the information on the leak adjustment form the following sewer adjustment may apply:
- If the leaked water is an outside leak (water went into the ground) the utility bill sewer charge will also be adjusted to the normal sewer consumption for that billing period.
 - If the leaked water is an inside leak and the water went in to the sewer system (a toilet or hot water tank for example) no sewer adjustment will apply.
- 3.16. The District reserves the right to inspect repairs.