

TITLE:			
UTILITY ACCOUNT ADJUSTMENTS			
Origin:	Finance		
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Amended:	Council – October 27, 2014	#2014.35.529	Page: 1 of 2

Property owners may experience leaks in their water systems, leading to higher than normal water consumption. This policy outlines the circumstances under which property owners can apply for a leak adjustment, and the methodology that will be used to calculate the amount of the adjustment.

The Town of Sidney will adjust a property owner’s utility bill for a water leak under the following conditions:

1. Requests for billing adjustments must be made using the ‘Utility Billing Leak Adjustment Application Form’.
2. All requests must be received within 120 days of detection or notification of the leak.
3. Property owners must take immediate action after detection or notification of the water leak to prevent further loss of water.
4. Tangible proof of the leak repair is to be provided (i.e. Plumber's bill or receipt from the hardware store) and must be to the satisfaction of Town staff. The Town reserves the right to inspect the repair prior to approving a leak adjustment.
5. All water leak adjustments will be credited to future utility billings and not refunded directly to the property owner.
6. The Town will not process leak adjustments where the adjustment amount is calculated to be less than \$50.00. This is to account for the costs of processing a water leak adjustment credit.
7. Property owners are responsible for ensuring that there is no repetition of this occurrence. As such, only one leak adjustment per property within a twenty four month water consumption period shall be permitted.

The Town of Sidney will perform a calculation to estimate the leak adjustment as follows:

- 1) The estimated ‘normal water consumption’ will be determined by the Finance department, and is defined as the average water consumption based on the same or similar water billing period from the previous three years of water consumption.

- 2) If three years of consumption data is not available, normal water consumption will be based on the best estimate from information available on the property.
- 3) Once the normal water consumption is calculated, it is subtracted from the current meter reading to determine the estimated amount of leaked water.
- 4) The property owner's utility bill will be adjusted for the estimated amount of leaked water, less the Town's cost to purchase the water.
- 5) Based on information in the property owner's Utility Billing Leak Adjustment Application Form, it will be determined which of the following applies:
 - a) If the leaked water went into the ground (an outside leak) the sewer charge on the utility bill will also be adjusted to the normal sewer consumption for that billing period.
 - b) If the leaked water went into the sewer (a toilet/hot water tank leak), no sewer adjustment will be applied.