

Utility Billing Leak Adjustment Application

This collection of personal information is authorized under the *Local Government Act*, *Community Charter* and section 26(c) of the Freedom of Information and Protection of Privacy Act. The information will be used for processing this application. Questions can be directed to the District's Privacy Officer at: 770 Vernon Avenue, Victoria BC, V8X 2W7, t. 250-475-1775, e. foi@saanich.ca

Address:		Number of Occupants:
Description of repair:		
Date of repair:		Leak was repaired by:
Owner signature:	Date:	Phone #:

Invoices and/or Receipts and/or Photos are required.
This form must be received within 120 days of leak notification.
Leak adjustments do not apply to water lost 60 days after leak notification.

THIS SECTION IS FOR OFFICE USE ONLY			
Address:	Meter #:		
Route/Seq:	Reading used:		
Location:	Current Date/ Reading		
Account #	Previous Date/ Reading		
Time of reading: <input style="width: 100px;" type="text"/>			
Is leak fixed? YES / NO			
If NO, was owner notified? YES / NO			
Approved by:			Date:

Does your leak qualify?

Leak adjustments only apply to underground leaks in the main lines(s) between the meter and the residence or building(s).

Leak adjustments do not apply to:

- 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.
- Any auxiliary lines connected to the main water line(s).
- Premises left abandoned or vacated without reasonable care for the plumbing system.

How to apply for a leak adjustment

Leak adjustment forms must be submitted within 120 days of leak notification.

Leak adjustments do not apply to water lost 60 days after leak notification.

Leak notification is defined as:

- A notification card left on site by the meter reader
- A phone call or answering machine message left by our office.
- A bill message on the utility bill.

Proof of leak repair is required (eg. invoices and/or receipts and/or photos) and must be submitted with this form.

This form must be signed by the property owner or representative.

The leak must be fixed before a leak adjustment can be processed, so don't submit this form until the leak has been repaired.

Return this form by mail: Saanich Utility Billing
770 Vernon Ave
Victoria BC V8X 2W7

by fax: 250-475-5429
by email: utilitybilling@saanich.ca

Once we have received your leak adjustment form we will reread the meter to ensure the leak is repaired. A leak adjustment will be calculated and an amended bill sent. Sewer charge consumptions will be adjusted so that the leaked water does not affect current and future sewer charges. Late payment penalties do not apply to pending leak adjustments.

How are leak adjustments calculated?

We charge full residential water rate for normal consumption during the affected billing period(s) and 50% of the residential rate for the excess water consumed by the leak.

We don't process adjustments for accounts with outstanding balances.

We allow for one leak adjustment per owner, every two years.