

COUNCIL POLICY

NAME: Water Utility Leak Adjustments	
ISSUED: June 18, 1979	INDEX REFERENCE: 79/329 C
AMENDED: March 10, 2014	COUNCIL REFERENCE: 14/CNCL

Purpose

Property owners may experience leaks in their water systems resulting in 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.

Policy

- Adjustments will only be granted for leaks in the main underground water line(s) between the water meter and the residence or building(s). Leak adjustments on utility bills will not be made for the following:
 - all internal plumbing systems and fixtures.
 - irrigation and/or sprinkler systems on a property.
 - 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.
- Tangible proof that all leaks have been repaired is required. The Saanich Utility Billing Section reserves the right to inspect the repair prior to considering a leak adjustment.
- If in the normal course of business the Saanich Utility Billing Section becomes aware of abnormal water consumption or any evidence of leaks on any property, the Saanich Utility Billing Section will, on a “best effort basis”, notify the customer thereof, but accepts no responsibility for failure to do so. Notification may be by phone message, door hanger, or an insert notification mailed with the utility bill.
- The property owner shall be responsible for the estimated normal amount of water consumed at the current retail water rate, plus 50% of the additional water consumed as a result of the leak at the current retail water rate. The estimated normal amount of water consumed will be determined by the Utility Billing Section and is defined as the average water consumption based on the same or similar water billing period from the previous three years. If three years of consumption data is not available, normal consumption will be based on the best estimate from information available on the property or consumption from a comparable property.

- Leak adjustments shall not be considered for water lost subsequent to 60 days from a property owner becoming aware of a leak or being notified of a possible leak by the Saanich Utility Billing Section. Property owners must take immediate action after detection or notification of a water leak to prevent further loss of water. No allowance will be made for utility bills or notification claimed to be lost or not received.
- Only one leak adjustment per property owner and main water line(s) within a twenty four (24) month water consumption period shall be permitted.
- A leak adjustment application form must be submitted within 120 days of the leak notification date. Proof of leak repair (eg. invoices, receipts or pictures) must be submitted with the application.
- All consumers must keep their service pipes, stop cocks, and other plumbing fixtures on their premises in good repair and order at their own expense.
- Adjustments will only be granted when the utility account is in good standing and no previous amounts due are outstanding.
- Water consumption that is due to a leak, regardless of cause, will not affect consumption for sewer related charges. Sewer consumption will be based on estimated normal consumption where a leak has been identified, and calculated as per Sanitary Sewer Bylaw 8792, Schedule "E", or any successor bylaw.