

Alberni-Clayoquot Regional District  
LEAK POLICY

Policy Issued by: Board of Directors  
Date Adopted: November 26, 2014

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***Purpose:***

The objective of this policy is to establish a procedure that would authorize the accounting staff of the Alberni-Clayoquot Regional District to respond to requests from property owners for adjustment to their utility bill, as a result of a water leak.

***Policy:***

Staff will endeavor to identify excessive water consumption for customer accounts when preparing their utility invoices. Staff will make an effort to contact the property owners that have what is considered to be an extremely high consumption and indicate that there may be a leak. This will also be followed up by correspondence which will be mailed with the relevant utility invoice.

The property owner is expected to repair the leak immediately. If the leak cannot be fixed immediately, it is the property owner's responsibility to request Regional District staff to shut off the water at the meter. Or the property owner's may shut off another water valve on the property to prevent the water from escaping until the repairs can be made.

***Procedure:***

Accounting staff are authorized to adjust utility invoices subject to the following conditions:

1. The property owner advises the Alberni-Clayoquot Regional District, by completing the attached form, that a leak has been identified and repaired.
2. The property owner has supplied the Regional District with detailed receipts showing proof of repairs (i.e. plumber's invoice, receipts for materials, etc.) or a detailed report of the repairs performed.
3. If it is determined that the leak was repaired within a reasonable time period, an adjustment shall be calculated as fifty percent (50%) of the dollar amount of the overage that resulted from the leak.
4. Staff is not authorized to process a second adjustment within three (3) years without the request being approved by the appropriate water advisory committee.



## Leak Adjustment Request Form

Property owners can apply for a leak adjustment for excess water volume charges resulting from a leak. To be eligible for a leak adjustment you must have repaired the leak in a reasonable time from the discovery of the leak, and provide proof of the leak repair (receipts for any materials or services related to that repair).

If you wish to apply for a leak adjustment, please complete the form below and return it to our office as soon as possible with the necessary receipts. If your leak adjustment request is approved, a credit of fifty percent (50%) of the dollar amount of the overage will be applied to your account, and you will receive an amended bill.

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| <b>Application Date:</b>   |  |
| <b>Name of Owner(s)</b>  |  |
| <b>Telephone #:</b>  |  |
| <b>Mailing Address:</b>  |  |
| <b>Service Address:</b>  |  |
| <b>Description of Leak and Repairs:</b><br>(if necessary, please use another page) |  |

**Please enclose copies of the receipts for any materials or services related to the repair.**

*As the owner of the property, I hereby apply for a billing adjustment and confirm that the above and attached information is true and accurate.*

|                     |       |
|---------------------|-------|
| Signature of Owner: | Date: |
|---------------------|-------|

***Office Use Only***

|  |     |         |
|--|-----|---------|
| Approved: Yes <input type="checkbox"/> No <input type="checkbox"/> | By: | Amount: |
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