

Alberni-Clayoquot Regional District
BAMFIELD WATER SYSTEM LEAK POLICY

Policy Issued by: Board of Directors
Date Adopted: October 26, 2011

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 Bamfield property owners for adjustment to their utility bills, as a result of a water leak.

Policy:

It is the Bamfield Water System customer's responsibility to ensure proper provision, monitoring, operation, maintenance, repair and replacement of their plumbing and irrigation system. Therefore, forgiveness for delivery of unnecessary services is not available.

Procedure:

1. The Bamfield Water Systems Contractor is to inform Alberni-Clayoquot Regional District accounting staff when, in the normal course of business, the Contractor becomes aware of abnormal water consumption or evidence of leaks on any property. Where excessive consumption is identified the Alberni-Clayoquot Regional District accounting staff will include, in the Bamfield Water System utility invoice, a letter informing the property owner of the potential leak.
2. The Bamfield Water Systems Contractor will ensure that the meter was properly read. If an investigation of the meter and meter reading records establish that the meter was misread or that there was a failure of utility equipment a new bill will be issued using an estimated reading based on the average water consumption at the property over the past three years for the billing period in question.
3. If an investigation of the meter and meter reads establishes that the meter was read properly and that there was no failure of utility equipment, the bill will remain valid and payable.