



ALBERNI-CLAYOQUOT REGIONAL DISTRICT

Title:	Leak Policy
Procedure Issued By:	Board of Directors
Departments:	Community Services Department
Adopted Date:	July 24, 2019
Amended Date:	September 27, 2023

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 an 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 that the Regional District shut off the water at the meter. The property owners may also shut off another water valve on the property to prevent the water from escaping until the repairs can be made.

PROCEDURES:

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 or a maximum charge of \$1,000.00, whichever is less.

Staff are authorized to process adjustments as necessary, provided the property owner do everything reasonable to fix each leak as quickly as possible.



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.

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

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

<i>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.</i>	
Signature of Owner:	Date:

Office Use Only

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