



Making a difference...together

Integrated Water Services – Juan de Fuca Water Distribution System

APPLICATION FOR LEAK ADJUSTMENT

For Customers in Colwood, Langford, Metchosin, View Royal, Sooke, East Sooke, and Highlands

Account Number: _____
Six Digit Number

Date: ____/____/____
DD MM YYYY

Name: _____

Telephone: _____

Site Address: _____

Postal Code: _____

Cause of Problem: _____

Date Repaired: _____ Meter Read at Date of Repair: _____

Leak Fixed By: _____

(Note: Leak must be repaired and form returned to the office within 30 days of the earliest of the CRD notification of the Abnormal Water Consumption or the billing date.)

REQUIRED PROOF OF REPAIR DOCUMENTATION:

Copy of Plumber's/Repair Invoice and/or Receipts

If no receipts available:

Attach a detailed outline of the work performed in writing by the person responsible for the repair

SEE REVERSE SIDE OF THIS FORM FOR CONDITIONS THAT APPLY TO LEAK ADJUSTMENTS

I acknowledge that I have read and understand the conditions for being granted a leak adjustment

Account Holder's/Owner's Signature: _____

Email: waterbilling@crd.bc.ca

(Mail to: CRD Integrated Water Services, 479 Island Highway, Victoria, BC V9B 1H7
or Fax: 250-474-4012; Phone 250-474-9600)

For Office Use Only

Who identified the problem? _____ When? ____/____/____

Area # _____ Book # _____ Site Address: _____

ID # _____ Previous Reading & Date: _____/____/____

MXU # _____ Location: _____

Leak fixed confirmed by: _____ Present Reading & Date: _____/____/____

Adjustments: _____

Approved: Yes No Comment: _____

Employee Signature: _____

Bylaw No. 3889 (with amendments included in Bylaw No. 4190), Capital Regional District Water Distribution Local Service Conditions, Fees and Charges Bylaw No. 1, 2013

SECTION 98 ADJUSTMENTS TO THE WATER BILL FOR ABNORMAL WATER CONSUMPTION CAUSED BY LEAKS IN THE SERVICE LINE OR FAILURE OF PRIVATE WATERWORKS

- 98.1 CRD Integrated Water Services may notify a Customer if it becomes aware the Abnormal Water Consumption in the current billing period is more than 50% greater than the Customer's water consumption or \$300 greater than the Customer's Water Charge for the same billing period in the previous year, but CRD Integrated Water Services assumes no duty to do so or liability in the event it does not notify a Customer pursuant to this section.
- 98.2 An adjustment to a water bill shall be considered by the General Manager for Abnormal Water Consumption caused by leaks in a Service Line or failure of Private Waterworks located on a Property. For clarity, no adjustments shall be made for Abnormal Water Consumption caused by intentional activities such as, watering of sod, gardening, filling of pools, or similar activities, not limited to those listed above, nor will an adjustment be made for Abnormal Water Consumption resulting from negligence or fault, such as unrepaired leaking faucets, toilets, hot water tanks, irrigation leaks resulting from failure to winterize, or running garden hoses. Notwithstanding the above, the General Manager may adjust a water bill taking into consideration the opportunity for the Customer to detect the leak and the promptness with which the leak was stopped or repaired after discovery, and only in situations where:
- (a) the Customer demonstrates that the leak was caused by circumstances beyond the Customer's control, such as a break in the Service Line or failure of Private Waterworks, a mechanical malfunction, water theft or vandalism;
 - (b) the Customer provides proof that all leaks have been repaired to the satisfaction of CRD Integrated Water Services, which may inspect the repair;
 - (c) the Customer provides proof that the Abnormal Water Consumption was caused by leaks originating on the Customer's side of the meter service box or chamber;
 - (d) the Customer provides proof that the Unit where the leak occurred was not occupied for 60 days or more when the leak occurred;
 - (e) the Customer has repaired the leak within thirty (30) days of the earliest of the CRD notification of the Abnormal Water Consumption or the billing date; and
 - (f) the Customer submits a leak adjustment application form within thirty (30) days of the earliest of the CRD notification of the Abnormal Water Consumption or the billing date.
- 98.3 If the General Manager permits a leak adjustment, the Customer shall assume responsibility for the average amount of water consumed at the applicable Water Charge prescribed in section 3 of Schedule C based on the Customer's water consumption history or similar properties in the same area, plus 50% of the water consumed as a result of the leak at the applicable Water Charge prescribed in section 3 of Schedule C.
- 98.4 No leak adjustment shall be considered for water consumption which is recorded subsequent to the repair date and no greater than thirty (30) days from the date of billing.
- 98.5 Notwithstanding section 98.4, the maximum amount for which a Customer shall be required to pay for Abnormal Water Consumption caused by a leak is one thousand dollars (\$1,000) per single family residential or small commercial Unit on the Property or two thousand dollars (\$2,000) per large commercial, industrial or institutional Unit, residential strata or multifamily residential Unit, mobile home parks or campgrounds on the Property.
- 98.6 Only one (1) leak adjustment per Property within a twenty-four (24) month water consumption period shall be permitted.

SECTION 74 APPEAL OF WATER BILL

- 74.1 Any Customer obtaining water from the Waterworks may formally register an appeal of their water bill with the General Manager regarding the amount of any water bill, no more than thirty (30) days from the date of billing.
- 74.2 The General Manager may review the appeal and, where the General Manager considers that:
- (a) there is an error in the calculation of the amount of the water bill;
- the General Manager may adjust the amount of the water bill to the correct amount.

To view the entire Bylaw please visit <https://www.crd.bc.ca/about/document-library/documents/bylaws/water>