

UNDETECTED LEAK ADJUSTMENT APPLICATION

Date:	Account Number			
Name(s) on Account:				
Service Address:				
Service Address:			Postal Code	
Mailing Address (if different):	0	0"		
CONTACT INFORMATION	Street Number, Name and Unit Numbe	City	Postal Code	
Phone:	Alternate Phone:			
Email Address:				
Date of Bill with Undetected L	eak:			
LEAK INFORMATION				
When did the leak occur or when was the leak discovered?				
Where did the leak occur (i.e. plumbing fixture, irrigation, etc.)?				
Who repaired the leak? (Is there an invoice for the repair?)				
Are there photos of the leak/re	epair?	Yes	No	
I, the undersigned, hereby apply for a leak adjustment under the Cowichan Valley Regional District Bylaw No. 4474 – Water Systems Regulatory and Management Amendment Bylaw, 2023 – Undetected Leaks Policy. In signing this application, I certify that all of the information I have provided is true and accurate.				
Signature:	Date	Signed:		

Please submit the completed Undetected Leak Adjustment Application to <u>Utilities@cvrd.bc.ca</u> with applicable supporting documents (photos, invoices, receipts, etc.). Proof of repair is required and must be submitted with this form.

For any questions and inquiries regarding the Undetected Leak Adjustment Application or the Water Metering Program, please email Utilities@cvrd.bc.ca or call **250.746.2530**.

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be granted.

TERMS AND CONDITIONS OF LEAK ADJUSTMENT UNDER BYLAW No. 4474

UNDETECTED LEAKS:

Undetected Leaks will be considered in any buried service water line or water line in the building's walls. Plumbing fixtures are taps, toilets and hose bibs.

User Charges may be adjusted where an undetected leak on the consumer's property has resulted in water usage greatly exceeding typical usage of water, according to the applicable classification(s) and there is no indication that water was knowingly allowed to run to waste. A request for a leak adjustment may be granted if all the following conditions are met or in extraordinary circumstances approval of the Corporate Financial Officer or the Manager.

- 1. The property owner has not been granted a leak adjustment in the last 5 years.
- 2. The leak was repaired within 30 days of billing or discovery of the leak;
- 3. Written verification describing the nature of the leakage and the action taken to rectify the problem must be received by the Manager before a leak adjustment will be granted.

Where a leak adjustment is approved, User Charge adjustments will be determined as follows:

- 1. If the leak is found in the service line, volumes from the 2 previous years, of the same billing cycle, will be averaged and charged. i.e. Average of 2 previous summers, if leak occurs in the summer.
- 2. If the leak is associated with an in-home plumbing fixture or irrigation system, volumes from the 2 previous years, of the same billing cycle will be averaged plus 50% of the incremental water usage (between the average and the overage) will be charged to a maximum added value of \$500.
- 3. Subsequent leaks occurring within 5 years of the previous leak adjustment request will be eligible for the cap of \$1,500 per single family dwelling equivalent, up to a maximum of \$5,000. Where the average of the 2 previous years of the same billing cycle is greater than \$5,000, the eligible cap will be 1.5 times the average.

INTERNAL USE ONLY			
Processed By:	Date:		
Current (Unadjusted) Consumption:	Previous Consumption:		
Application Approved	Application Not Approved		
Notes:			
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