



District of Lantzville

Incorporated June 2003

Policy No.: 3006-2

Date of Implementation: March 13, 2006

Dates Amended: January 11, 2010

Council Resolutions: C51-06/C05-10

REQUESTS FOR LEAK ADJUSTMENTS

Purpose

To establish a policy that will permit staff of the District of Lantzville to deal with requests from property owners to adjust their utility bills as a result of a water leak.

Policy

Staff will endeavor to identify excessive water consumption for customer accounts when preparing their utility invoices. Where excessive consumption is identified, staff will attempt to contact the customer to notify of a potential leak.

Staff will telephone property owners having 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 will then have thirty (30) days from the date noted on the invoice in order to repair the leak and ultimately apply and qualify for an in ground leak adjustment.

Procedure

All requests for adjustments to utility invoices must be received in writing to the District Office within thirty (30) days of the date noted on the invoice.

Administration staff are authorized to adjust utility invoices where there has been an in ground leak identified and repaired, subject to the following conditions.

1. The property owner advises the District of Lantzville, in writing, that an in ground leak has been identified and repaired.
2. The property owner has supplied the District with detailed receipts showing proof of repairs (i.e., plumber's invoice, receipts for materials, etc.)
3. Verification by the Maintenance Technician that repair work has been undertaken and completed.

Procedure Cont'd

4. The leak relates only to the main water line including any mainline tees and mainline couplers connecting the water meter to the residence or commercial building; OR
 - a) In the case of a leak resulting in a faulty irrigation line the property owner is responsible for their utility invoice up to a maximum of \$500 with anything over and above \$500 being split 50/50 between the property owner and the District of Lantzville.
 5. Once all the aforementioned conditions have been met, staff are then authorized to adjust the appropriate account to the normal consumption levels for the given period.
 6. Council does not delegate authorization for account adjustments where there has been a prior leak repair and adjustment processed within the past eighteen (18) month period.
 7. All property owners requesting a leak adjustment shall be advised in writing as to whether their request as been approved or denied.
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