

## Cowichan Bay Waterworks

Policy No. CBWD 19-09-2022  
Amendment No. CBWD 23-08-28

### Billing Adjustment due to Water Leak Policy

#### PURPOSE

To establish a policy and conditions relating to the adjustment of a water tolls account for a water leak.

#### POLICY

Cowichan Bay Waterworks District recognizes that occasionally, water leaks may occur that result in higher than normal water consumption. Under certain circumstances, depending on the nature of the leak, Cowichan Bay Waterworks District may approve requests for adjustments to a water toll account. The district is responsible for the infrastructure up to and including the meter. Property owners are responsible for all connections beyond their meter.

Adjustments may only be granted for leaks in the main service line between the water meter and the main dwelling or structure and the Owner must have repaired the leak promptly after detection.

Adjustments will not be approved for the following types of leaks:

- All internal plumbing and fixtures (e.g., toilets, faucets, hot water tanks)
- Irrigation, sprinkler systems, hot tubs, swimming pools, ponds, and fountains
- Auxiliary lines connected to the main water line(s);

#### PROCESS

1. Property owners must take immediate action after detection or notification of a water leak to prevent further loss of water.
2. If Cowichan Bay Waterworks District becomes aware of abnormal water consumption or any evidence of leaks on any property, it will, on a "best effort basis", notify the customer thereof, but accepts no responsibility for failure to do so. Notification may be by phone message, email, door hanger, site visit, or an insert notification mailed with the utility bill.
3. The property owner must immediately notify Cowichan Bay Waterworks District about a leak in writing and the water leak must be addressed within 14 days of the water billing or 14 days of the discovery of the leak.
4. A Leak Adjustment form must be submitted within 21 days of the leak notification date. The request must be complete prior to consideration and must include the following:
  - a. a site map indicating the location of the leak
  - b. adequate and detailed proof of repair [include invoices, receipts]
  - c. a detailed report of repairs performed, and photos (before and after the repair).

Cowichan Bay Waterworks District reserves the right to inspect the repair prior to considering an adjustment.

5. Adjustments will only be granted when both the water toll account and the parcel tax account is in good standing and no previous amounts due are outstanding.
6. A minimum of 10 years must have passed before another leak adjustment request will be granted, despite a change in ownership.

**Adjustment Calculation:**

An adjustment is based upon an estimate, taking the average billing for the same quarter over the past three years, plus 40% of the additional water consumed.

**Appeal**

If an Owner does not agree with a leak adjustment decision made by the District Administrator, they may appeal, as a delegation, to the Trustees

This policy is a living document and shall be reviewed by the Trustees after every Annual General Meeting.



Calvin Slade, Chairperson



Cheryl Wirsz, District Administrator