

KLWD Water Leak Adjustment Policy

Adjustments to the Water Bill

Where the recorded water consumption is abnormal and caused by leaks originating on the customer side of the meter service box or chamber, the customer may qualify for a leak adjustment depending on the nature of the leak and how quickly it is repaired.

The leakage of water must have been caused by circumstances beyond the customer's control, such as a break in the service line, a mechanical malfunction, water theft, vandalism, or unusual or emergency conditions.

In determining the leak adjustment, KLWD will take into consideration:

- the cause of the water loss
- the opportunity of the customer to detect the leak
- the possibility of customer negligence or fault in connection with the leak
- the promptness with which the leak was discovered and stopped or repaired after discovery. (The property owner or tenant has no more than thirty (30) days from the billing date to detect, repair and submit a leak application to the office.

Tangible proof will be required that all leaks have been repaired (i.e. repair receipts)

Note: KLWD reserves the right to inspect the repair prior to considering a leak adjustment.

Notification

For most properties, the first indication of a leak happens when high consumption is noticed on the water bill.

It is the responsibility of the water consumer to check their water bill carefully and compare the water consumption for the billing period to the corresponding period of previous years.

A customer has no more than thirty (30) days from the date of billing, to request an adjustment regarding the amount of any water bill.

Calculation of Leak Adjustment

The customer shall assume responsibility for the normal amount of water consumed at the current retail rate plus 50% of the water consumed as a result of the leak at the current retail rate.

The maximum leak adjustment amount the KLWD will forgive is \$2,000.

Only one leak adjustment per property within a twenty-four (24) month water consumption period shall be permitted.

Leak Adjustment Application

To request a Leak Adjustment under this policy, please contact us with the following information:

- your account number
- your Name
- your property address
- cause of the leak
- date repaired
- who fixed the leak

You must request the Leak Adjustment within 30 days of receiving your bill and include receipts for parts or labour to show the leak has been repaired.

Contact us by:

Email:

administrator@kemplakewaterworks@bc.ca

or

Canada Post:

Kemp Lake Waterworks District
PO Box 465
Sooke, BC V9Z 1H4

Note: this Policy is similar to the CRD Water leak Adjustment Policy available at:

<https://www.crd.ca/programs-services/water/billing-accounts/westshore-sooke-leak-adjustments>