



WATER LEAK ADJUSTMENT Application

OWNER & PROPERTY INFORMATION

Name (s): _____

Mailing Address: _____

Email: _____ Phone: _____

Civic Address: _____ User Rates Account Number: _____

WATER LEAK INFORMATION:

<input type="checkbox"/> Underground Leak <ul style="list-style-type: none"> • 100% of estimated overage is adjusted • Up to 3 consecutive billing periods considered for an adjustment 	<input type="checkbox"/> Underground Irrigation Leak <ul style="list-style-type: none"> • 100% of estimated overage is adjusted • Up to 3 billing periods for when the irrigation system was on and may have been leaking is considered for adjustment • Considered once every five (5) years 	<input type="checkbox"/> Above Ground Leak <ul style="list-style-type: none"> • 50% estimated overage is adjusted • One billing period considered for adjustment • Considered once in a lifetime per property and per owner
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Repair Date: _____ Completed by: _____

Description of leak: _____

Description of repair: _____

SUPPORTING DOCUMENTATION:

Supporting documentation must clearly identify where the leak is, type of leak, and what repair has been done.

Plumber invoice (if completed by plumber)

The City of Nanaimo may contact the company/person(s) that conducted the repairs in order to approve your leak application.

Receipt for materials/equipment used and photos of before and after the repair (if completed by homeowner)

LEAK ADJUSTMENT POLICY TERMS:

- Repairs must be completed within 60 days of discovery of the leak, or the issue date on the user rates invoice that indicates excessive water consumption. This period may be extended upon written confirmation from the User Rates department if an irrigation system has been blown out for the winter and cannot be tested.
- Leak adjustment applications must be received by the City within 120 days from the earliest of the City notifying the consumer of the leak (i.e. note on invoice), or the consumer discovering the leak.
- If an adjustment is warranted, it will be reflected on a future Statement of User Rates. Adjustments are subject to an administration fee of 10% of the credited amount, with a minimum of \$5 and a maximum of \$25.

SIGNATURE

I have read the terms of the Water Leak User Fee Adjustment policy and I certify that the information given in this application is accurate and complete.

Signature

Date

RECEIVED STAMP

Personal information you provide on this form is collected pursuant to Section 26 of the Freedom of Information and Protection of Privacy Act and will only be used for the purpose of processing this application. Your personal information will not be released except in accordance with the Freedom of Information and Protection of Privacy Act. Questions about the collection of your personal information may be referred to the Records/Information & Privacy Coordinator by email: foi@nanaimo.ca or phone: 250-755-4405.