



## **Corporate Policy**

### **Water and Wastewater Bill Adjustment**

<b>Department:</b>	<b>Corporate Services</b>
<b>Attachments:</b>	<b>Sample Leak Forgiveness Calculation</b>
<b>Approved</b>	<b>By-Law No. 2020-014</b>

#### **1. Policy Statement**

The Water and Wastewater Bill Adjustment Policy provides metered single family residential water supply customers an opportunity to request financial assistance in the form of a Leak Forgiveness Credit for unusually high water and/or wastewater fees or charges resulting from leaks in their plumbing system, provided such leak has been repaired.

The policy allows staff to address instances when an eligible metered water supply customer receives an unusually high bill as a result of a plumbing system failure. Though the customer is responsible to repair leaks in their plumbing system, it is recognized that a high water and/or wastewater bill resulting from an unintentional water leak can present financial hardship to a customer.

#### **2. Purpose**

To outline the circumstances under which single family residential water supply customers can apply for a water and/or wastewater billing adjustment due to a leak in the customer's plumbing system, and to outline how the leak forgiveness credit will be calculated.

#### **3. Definitions**

**“Average Monthly Consumption”**: means one-year's total water consumption for the subject premises divided by 12 months.

**“Customer”**: means the owner, tenant or occupant of a premises to which water and/or wastewater services are supplied by the Town;

**“Credit”**: means the leak forgiveness credit under this policy;

**“General Manager”**: means the General Manager, Infrastructure Services or their designate;

**“Leak”**: means an unintentional water loss caused by a broken or otherwise malfunctioning plumbing system;

**“Plumbing System”**: means the system of connected piping, fittings, valves, equipment, fixtures and appurtenances on a premises and that is connected to the water works distribution system

**“Premises”**: means any house, building, lot or part of lot or both, in, through or past which a water service pipe runs;

**“Shut-off Valve”**: means the valve located at or near the street line used to start or stop the flow of water from the water works distribution system to the water service pipe.

**“Single Family Residential”**: means properties classified as single detached, semi-detached or townhouse dwellings, including and up to a triplex structure;

**“Street Line”**: means a boundary of a property adjoining the road allowance.

**“Town”**: means the Corporation of the Town of Orangeville;

**“Water and Wastewater Rates By-law”**: means the Town’s By-law 20-2015, and any successor by-law; and

**“Water Service Connection”**: means the water pipe that conveys water from the municipal water main to the street line, including the shut-off valve at the street line, and which supplies water to any premises in the Town.

**“Water Service Pipe”**: means the water pipes which convey water from the water service connections to water meters.

**“Water Works Distribution System”**: means the water mains and appurtenances, the works and the equipment under the jurisdiction of the Town for the supply and distribution of water or any part of such system.

#### **4. Scope**

This policy applies to single family residential water supply customers in the Town of Orangeville.

Commercial, industrial and institutional water customers (as identified by assessment property classification), and income producing single family residential rental property owners, are not eligible under the policy. Single family residential tenant customers are eligible, subject to meeting all other requirements of the policy.

## 5. Policy

1. To be considered for a water and wastewater bill adjustment,
  - a) The Customer must complete and submit a Water Bill Adjustment Request Form to the Town within 30 days of receiving notice of increased water usage. The date of notification of increased water usage may include, but is not limited to:
    - i. Date of a water bill;
    - ii. Date of a written notice delivered to the owner or occupant of a Premises by the Town or its representative; or
    - iii. Date of a courtesy phone call to the Customer by the Town or its representative.
  - b) The Customer must make a reasonable effort to locate the Leak and initiate repairs within 30 calendar days of notification of increased water usage.
  - c) The Customer shall notify the Town of completion of repairs within 14 calendar days after the date of the final repair(s). The Customer shall retain any receipts for the repairs and provide copies of same to the Town.
  - d) The Customer's water and/or wastewater billing account must be in good standing at the time of submission of a Water Bill Adjustment Request Form.
  - e) The Premises was not vacant or unattended during the period the water and/or wastewater bill adjustment request.
  - f) Water consumption for the billing period must exceed three (3) times the Customer's Average Monthly Consumption for the previous twelve (12) months and be greater than fifty (50) cubic metres.
  - g) The period of the water and/or wastewater bill adjustment request must not exceed a total of 90 calendar days (up to 60 calendar days prior to the notification of increased water usage and up to 30 calendar days after the initial notification).
  - h) The increased water usage was not due to filling a pool or spa, irrigation system

usage or other similar uses.

- i) The increased water usage was not due to theft, vandalism or construction damage
  - j) The Customer must be able to explain the increased water usage
  - k) The Customer must not have a previously approved Credit for the Premises.
2. If a water and/or wastewater bill adjustment is granted by the General Manager, a leak forgiveness credit will be applied to the Customer's water and/or wastewater billing account.
  3. The Credit will be calculated as 50% of the actual metered water usage in excess of the Historical Average Monthly Consumption for each month that a water and wastewater bill adjustment is requested. The Credit will apply to both water and wastewater charges for the billing period, as applicable. A sample Credit calculation is provided in Attachment 1.
  4. The maximum total Credit amount for water and wastewater charges available per application is \$2,000.
  5. If a Credit is granted by the General Manager, the Customer will not be eligible for another Credit for the Premises for the period that the water and/or wastewater billing account remains active with the Town.
  6. Credits shall only be issued after Plumbing System repairs have been completed and the Town, or its representative, has verified that water usage at the Premises has returned to normal.
  7. The Credit shall be applied to the water and wastewater billing account for future billings.
  8. There is no extension of the due date or the time for paying water and/or wastewater bills because of a pending water and/or wastewater bill adjustment request. Customers are advised to pay the entire bill amount due within the normal payment period or enter into payment arrangements for the excessive amount in order to remain in good standing on all current billings.

## Attachment 1 – Sample Leak Forgiveness Credit Calculation

**Customer's High Water Bill (1 month)**

	<b>Total Consumption</b>	<b>Usage Breakdown</b>	<b>Rate</b>	<b>Amount</b>
Water	100 m <sup>3</sup>	50 m <sup>3</sup> (standard rate)	\$2.23	\$111.50
		50 m <sup>3</sup> (increased rate)	\$3.01	\$150.50
Wastewater	100 m <sup>3</sup>	50 m <sup>3</sup> (standard rate)	\$1.99	\$99.50
		50 m <sup>3</sup>	\$2.69	\$134.50
Total Amount Billed for Water and Sewer Charges				\$496

**Customer's Historical Average Water Bill (calculated over 12 months)**

	<b>Total Consumption</b>	<b>Usage Breakdown</b>	<b>Rate</b>	<b>Amount</b>
Water	25 m <sup>3</sup>	25 m <sup>3</sup> (standard rate)	\$2.23	\$55.75
Wastewater	25 m <sup>3</sup>	25 m <sup>3</sup> (standard rate)	\$1.99	\$49.75
Historical Monthly Average Amount Billed for Water and Sewer Charges				\$105.50

**Amount Eligible for Adjustment**

	<b>Total Consumption</b>	<b>Usage Breakdown</b>	<b>Rate</b>	<b>Amount</b>
Water	75 m <sup>3</sup>	25 m <sup>3</sup> (standard rate)	\$2.23	\$55.75
		50 m <sup>3</sup> (increased rate)	\$3.01	\$150.50
Wastewater	75 m <sup>3</sup>	25 m <sup>3</sup> (standard rate)	\$1.99	\$49.75
		50 m <sup>3</sup> (increased rate)	\$2.69	\$134.50
Total Water and Wastewater Charges Eligible for Adjustment				\$390.50
Less:				50%
<b>Leak Forgiveness Credit Amount (1 month)</b>				<b>\$195.25</b>