



POLICY MANUAL

POLICY TITLE: Sewer User Fee Adjustments due to Water Leaks	POLICY #: 16000-016
AUTHORITY: Administrative	EFFECTIVE DATE: December 7, 2010
	REVIEW SCHEDULE: Annually
ISSUED BY: Director of Finance	APPROVED BY: Council
DATE ISSUED: December 7, 2010	DATE APPROVED: December 7, 2010

PURPOSE:

To provide an opportunity for account holders to request adjustments to sewer user fees when a leak occurs in the water system on the property side of the meter.

To describe conditions when a leak adjustment request will be approved, establish requirements of documentation required, and ensure the consistent application of leak adjustments to accounts.

DEFINITIONS:

1. **Leak:** The leakage of water 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.
2. **Non-Sewer Affected Leak:** A leak that occurs in that portion of the service line between the water meter and the external entrance to the premises, including any irrigation lines.
3. **Sewer Affected Leak:** A leak that occurs after the external entrance to the premises in the internal plumbing systems and fixtures, including faucets and toilets.
4. **Consumption Period:** A six month period during which monthly water meter readings are used to determine the consumption used to calculate the annual sewer bill.
5. **Billing Period:** January to December of the current year.
6. **Class Average:** The average for the same use of property. For example residential or commercial.

POLICY:

RECORD OF AMENDMENTS	REVIEW DATE	AMENDED	OUTCOME	MOTION #
	September 20, 2011	September 20, 2011		C-122-11

1. During any twelve (12) month period, an account may receive one adjustment for a non-sewer affected leak.
2. The leak has had to occur during the consumption period used by the Town of View Royal to calculate the current year's sewer user fees.
3. When the leak is a non-sewer affected leak, and when all procedures required to qualify for an account adjustment are met, the Director of Finance, shall utilize the average consumption at the property over the past three years to determine the consumption for the current billing period.
 - 3.1. If no history is available for comparison, the Town will use the class average to bill that year's sewer user fee.
4. When the leak is a sewer affected leak, and when all procedures required to qualify for an account adjustment are met, the Director of Finance, shall utilize the average consumption at the property over the past three years plus 50% of the additional consumption caused by the leak.
 - 4.1. If no history is available for comparison, the Town will use the class average plus 50% of the additional consumption caused by the leak.

PROCEDURES:

1. To be eligible for consideration of a sewer adjustment the following conditions must be met:
 - 1.1. Evidence that usage exceeds the current 3 year average; and
 - 1.2. Evidence that the leak was repaired within 30 days of the water billing or from the date the leak was discovered, whichever comes first; and
 - 1.2.1. Evidence shall be in the form of detailed receipts, or, a copy of the CRD Water Services water bill showing a leak adjustment for the consumption period.
 - 1.3. The property owner completes the form entitled *Town of View Royal Sewer User Fee Adjustment for Water Leaks Application Form*.
2. A \$25 administration fee will be applied against the sewer adjustment for costs associated with the administration of the sewer account adjustment.
3. No application for adjustment will be accepted after a period of one year has elapsed from the date the sewer bill was issued. After the termination of this period, all such sewer rates and charges are deemed to have been properly and correctly made.

DISTRIBUTION: Electronic file G:\ drive policy manual.

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	September 20, 2011	September 20, 2011		C-122-11