



Request for Leak Adjustment

Leak Adjustment Process

Provision for leak adjustments as per the water servicing bylaw:

Where an **underground** leak is discovered in a Customer's waterworks system (and not the City's Waterworks System), and where the Customer could not reasonably have been expected to be aware of such leak, provided that repairs of the Customer's waterworks system have been carried out to the City's satisfaction within seventy-two (72) hours of discovery of the leak, the City will adjust the Customer's Water Bill so that the Customer would be responsible for paying an amount equal to the Customer's average quarterly bill plus 30% of the "leaked water consumption" up to a maximum of three (3) times the Customer's average quarterly bill. The adjustment would be calculated as follows:

- a) The "average quarterly bill" is calculated as the average of the Customer's last four (4) quarterly bills, before the leak occurred.
- b) The Customer's "average quarterly water consumption" is calculated by taking the average consumption over the previous twelve (12) months before the leak occurred.
- c) The "leaked water consumption" is calculated as total consumption recorded by the meter during the quarterly billing period less the Customer's "average quarterly water consumption."
- d) The Customer's bill would be calculated based on the "average quarterly consumption" plus 30% of the "leaked water consumption" up to a maximum of three (3) times the Customer's "average quarterly bill."

If repairs of the Customer's waterworks system have not been carried out to the City's satisfaction within seventy-two (72) hours of discovery of the leak, the City shall be entitled to charge for such water as per the Water Service User Fees described in Section 1 of this Schedule.

How to request a leak adjustment:

- Complete and sign this form and submit to: City of White Rock, Engineering and Municipal Operations
877 Keil Street
White Rock, BC V4B 4V6
OR FAX to: 604-541-2190
OR SCAN and email to: water@whiterockcity.ca

Process:

- Information will be reviewed by Engineering and if satisfactory, the meter will be reread to ensure the leak is fixed
- If you have not paid the bill, we will send you an amended bill with an adjusted amount
- If you have already paid the bill, then the leak adjustment will be a credit applied towards your next bill

Owner Information

| | |
|---------------------|------------------------------|
| Registered Owner(s) | |
| Property Address | |
| Phone (Home) | Phone (Business or Cellular) |
| Email Address | |



Request for Leak Adjustment

| Leak Information | |
|--|---------------------------------|
| Description of leak | |
| | |
| Location of leak | Water Line Irrigation System |
| Description of repair | |
| | |
| Repair Bill(s) attached. Repair invoices are required along with parts receipts. | |
| | |
| Date (YYYY/MM/DD) | Signature |

| Engineering Review | | |
|--------------------------|---|---|
| Meter Register Serial | Meter MIUId | Meter Reading |
| Date Checked | Checked by (print name) | Leak Fixed Meter still running, notify owner |
| Notes | | |
| | | |
| Leak adjustment approved | Leak adjustment denied, reason for denial | |
| Signature | | |

| Finance Adjustment | | |
|---|------------------------------------|-------------|
| Account Number | Utility Batch # | Adjusted by |
| For consumption calculations see attached worksheet for calculations | | |
| Previous bill – Consumption Waived | Final Reading – Consumption Waived | |
| ***Note*** Final reading will be billed with next regular billing period. | | |