	Department	Finance	Division	Finance
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Purpose

The purpose of this policy is to provide a framework for high water consumption adjustments applied to residential account holders as a one-time courtesy due to a leak at the property.

The high water consumption adjustment is a discretionary adjustment, approved by the Water/Tax Administrator, applied to residential account holders one-time per property, who had and repaired a leak at their property.

Procedure

Qualifications

The adjustment will only be applied as follows:

- One-time only adjustment per account holder per property address
- Residential account holders only
- High water consumption adjustment application form must be completed indicating the approximate start date of the leak and the date the repair was made with supporting documentation
- Adjustments will only be for a maximum adjustment period of six months
- Water usage must exceed 2 times the average of the similar period from the previous year
 - If no history is available, meter readings will be obtained to project normal usage. If projection is not possible, actual consumption of similar account holders will be used to determine normal usage for the adjustment calculation
- Water usage at the property must be back to normal average consumption proving the leak has been repaired

No adjustments will be applied where:

- Usage above the account holder's average monthly consumption is due to seasonal usage such as watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc. as this describes water services knowingly used by the account holder
- Water loss is due to theft, vandalism or construction damage as the responsibility to resolve these issues lies with the account holder
- Leak was caused by a third party from whom the account holder is able to recover their costs

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Recommended by	CAO	Ken Todd	Date	April 30, 2019
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- High water usage is identified from a “catch-up” billing following a period of estimated consumption

Calculation of the Adjustment

The adjustment will be calculated based on 50% of the water and sewer volumetric charge exceeding the average of the similar period from the previous year. The resident will be responsible for payment of the remaining 50%, applicable service charges, and average bill for the period. The following example illustrates how the adjustment is calculated based on the rates effective March 1, 2018.

	Water Consumption (m3)	Rate (\$)	Dollar Amount
High Bill			
1 Water Volumetric	500	\$ 1.011	\$ 505.50
2 Sewer Volumetric	500	\$ 1.205	\$ 602.50
			\$ 1,108.00
Bill from Similar Period Previous Year			
3 Water Volumetric	45	\$ 1.011	\$ 45.50
4 Sewer Volumetric	45	\$ 1.205	\$ 54.23
			\$ 99.72
Consumption Eligible for Adjustment			
5 Water [1-3]	455	\$ 1.011	\$ 460.01
6 Sewer [2-4]	455	\$ 1.205	\$ 548.28
			\$ 1,008.28
High Water Consumption Adjustment 50%			
Water Adjustment [5 * 50%]	455	\$ 0.506	\$ 230.00
Sewer Adjustment [6 * 50%]	455	\$ 0.603	\$ 274.14
Total High Water Consumption Adjustment			\$ 504.14
Resident Responsible for Payment			\$ 603.86

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Repayment Plan

At the account holders request the City will offer an optional payment arrangement to pay off the remaining portion of the high bill.

- If requested by the account holder, the repayment term will be to maximum of a two year period
- The repayment will be interest free and in equal instalments corresponding to the normal billing cycle
- Delinquency in payment of such installments will be subject to the usual late payment charges and collections procedures

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