

# MILL BAY WATERWORKS DISTRICT

## POLICY

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**SUBJECT:** MBWD Leak Allowance Policy

**POLICY NO:** 10-09-19

**DATE:** June 2022 *Policy 09-10-19 Amendment*

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### **PURPOSE**

To establish the Mill Bay Waterworks District policy and conditions relating to the adjustment of a water tolls account for a water leak.

### **TERMS AND CONDITIONS**

The Mill Bay Waterworks District (MBWD) recognizes that from time to time our users may incur higher than normal water toll charges because of a water leak on their property. If this occurs, MBWD may, subject to the conditions in this policy, consider adjusting the user's water toll account. Accounts will only be eligible for such an adjustment **once in a five-year period**.

This policy only applies to water leaks in the property owner's (Owner) main water line from the meter box to the external footprint of the Owner's building and from circumstances beyond the property Owner's control.

Leaks in the Owner's plumbing systems and fixtures; including but not limited to, leaking faucets and toilets, hot water tanks, external taps and hoses left on, leaks in irrigation systems or tie ins to the main water line on the Owner's property do not qualify for adjustments.

The District Manager for the MBWD has the authority to grant a leak allowance as set out in this policy or as determined otherwise. The Owner will retain the right to appeal the decision of the District Manager to the Board of Trustees.

### **POLICY**

If a water leak is suspected, the Owner is required to detect and repair the leak. If an Owner wishes to apply for a Leak Allowance, they must complete the application form attached to this policy and deliver it to MBWD within twenty-one (21) days from the last billing date.

The following conditions apply:

- The Owner must provide MBWD with detailed receipts showing proof of the repairs and a completed Application for Leak Allowance. MBWD personnel will verify that repair work has been undertaken and completed.

- A Leak Allowance will only apply for leaks occurring in the main service line between the meter box and the external footprint of the Owner's building. The allowance will be calculated by one of two methods:
  1. If property billing history is available for the same billing period, the property's average billing over the previous three years will be used plus 50% of the excess unbilled water consumed through the water meter at MBWD Tier 1 rate OR
  2. In the event there is no property billing history for the same billing period, the average for the entire water system, in the same rate category, will be used plus 50% of the excess unbilled water consumed through the water meter at MBWD Tier 1 rate
- Water leaks associated with a natural disaster, or "Act of God" are not eligible for a leak allowance.

# MILL BAY WATERWORKS DISTRICT

## APPLICATION FOR LEAK ALLOWANCE

DATE OF APPLICATION: \_\_\_\_\_

RESIDENTIAL ADDRESS: \_\_\_\_\_

NAME OF OWNER: \_\_\_\_\_

NAME OF APPLICANT: \_\_\_\_\_

CONTACT NAME & PHONE: \_\_\_\_\_

WATER ACCOUNT NUMBER: \_\_\_\_\_

DATE LEAK WAS FOUND: \_\_\_\_\_

DATE LEAK WAS REPAIRED: \_\_\_\_\_

DESCRIPTION OF LEAK & LOCATION:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**By signing the application, it is understood that an adjustment to an account for a leak adjustment will only be granted once in a five-year period.**

\_\_\_\_\_  
Signature – Applicant

*Amount of Adjustment:* \_\_\_\_\_

\_\_\_\_\_  
Signature – MBWD

\_\_\_\_\_  
Date