

NORTH SALT SPRING WATERWORKS DISTRICT

POLICY

SUBJECT: Adjustment for Water Leakage

POLICY NO: NSSWD FI 1

DATE: April 18, 2012 – Revised June 2, 2014

PURPOSE

To establish the North Salt Spring Waterworks District policy and conditions relating to the adjustment of a water toll account to a property for an in-ground or in-house water system leak.

POLICY

The North Salt Spring Waterworks District (the District) expects that owners will take due and reasonable care of their water system. However, the District also recognizes that from time to time its users may experience a leak in their water system. In the event that this should occur, the District **may** adjust the water account to a property for a leak, one time only in a three-year period, if;

- A. The leak is on the property owner's side of the meter box and associated with the main service line from the meter connection to the residence or commercial building.
- B. At any time within the billing period or within 14 days of the water billing for the period the property owner has advised the District in writing or by phone that a leak was identified, and that the leak was repaired within 14 days from the date the leak was discovered. Receipts may be required.
- C. The leak is not attributed to an irrigation system, leaky hose, hot tub, swimming pool, decorative fountain or water feature.
- D. The leak is not attributed to negligence on the part of the owner. Examples of negligence include but are not limited to: not having service shut off to a vacant property, not shutting off water in the house or business when going away for an extended period; not having vacant property checked on a regular basis; failure to repair an in-home appliance such as a toilet or faucet in a timely manner.
- E. The leak is not associated with a natural disaster or "Act of God".

All cases will be reviewed and determined on an individual basis. The District will not grant a leak allowance for a prior billing period. Property owners may only qualify for a one-time leak adjustment once within a three year billing period.

Leak Allowance Calculation

1. When the leak is associated with the main service line from the meter connection to the residence or commercial building, and when all other requirements to qualify for an account adjustment are met, the District, in estimating the account, shall charge the average billing at the property over the past three years for the same billing period in question plus 10% of the excess billing.
2. When the leak is associated with an in-home appliance such as a toilet, faucet or water heater, and when all other requirements to qualify for an account adjustment are met, in estimating the account the District shall charge the average billing at the property over the past three years for the same billing period in question, plus the value of 20% of the water used as a result of the leak. No customer shall pay more than \$500 for the value of the leaked water. Therefore, to calculate the amount owing, the water bill will include the customer's three year average consumption for that period, plus the value of 20% of the leaked water (to a maximum of \$500).

In cases of exceptional circumstances, where an owner has;

- experienced a leak due to negligence as defined in Item A above,
- already received a leak allowance within the three-year timeframe allowed by this policy,

an owner may apply in writing to the Board of Trustees for an exception to this policy. The Board will review the circumstances and advise the owner of their decision.

I HEREBY CERTIFY THAT the foregoing is a true copy of Policy NSSWD LA1 as adopted by the District and sealed with the District seal on the 2nd day of June, 2014.

Original Signed by:

Marshall Heinekey, Chairman

Ron Stepaniuk, District Manager