

**Appendix I**  
**Water Bill Adjustment Pilot Program**

**WATER BILL ADJUSTMENT PILOT PROGRAM**

**Purpose:** The Region will provide limited and discretionary water bill adjustments to qualifying customers for unexpected high-water bills due to leaks.

**Eligibility:** Individually metered single-unit residential accounts with 3/4- or 1-inch meters based on criteria outlined below.

1. **Submission:** Eligible customers must submit an online or paper Water Bill Adjustment Request Form within 90 days of the high-water bill invoice date.
2. **Account Payable:** The account must be paid in full other than the high-water bill to be eligible. The account must have paid at least two prior billings (i.e., two quarterly bills) before the eligible high-water bill. Customers are not required to pay the outstanding high-water bill until the review is completed.
3. **Eligible Causes:** Eligible water leaks on the customer side of the meter may include malfunctioning toilets, water softeners, leaking taps inside or outside filter units, malfunctioning irrigation systems, and ruptured pipes.
4. **Ineligible Causes:** Water use attributable to theft, unintentional high-water use (e.g., leaving the faucet or hose on etc.), or intentional high-water use (such as watering the lawn, filling of pools etc.) is ineligible.
5. **Evidence:** Proof of leak repair in the form of a receipt from a licensed plumber, or a receipt establishing that a purchase of materials required for a self-repair, is provided. A request for a picture of the leak and repair may also be requested.
6. **Coverage Period:** The bill adjustment shall cover at most one quarterly billing period per adjustment.
7. **Return to Normal Consumption:** A return to normal water consumption level for the next bill period is required. The normal water consumption level is defined as 2.5x or less of the same period consumption for the prior year or based on the best available information for the account under review. Non-reads cannot be used as the normal water consumption bill for comparison.
8. **Minimum Bill Qualification:** The high-water bill under review is at least 2.5x the historical consumption level and must be at least \$250.
9. **Vacancy:** The property was not vacant during the high-water bill period under review for more than 10 days.
10. **Frequency:** The account under review is eligible for one bill adjustment every 10 years. When the property is either sold or when a new tenant rents a property and generates a new accountholder, the 10-year period shall reset.

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11. **Governance:** The Region's Customer Service and Billing Department shall be delegated with responsibility for review and approval of submitted bill adjustment request forms.
12. **Billing:** The same volumetric rates applied at the time of the original high-water bill shall be applied to the adjusted billed water and wastewater consumption amount upon approval. Fixed service charges and any non-rate fees and stormwater charges are ineligible for adjustment.
13. **Overage Eligible for Adjustment:** The bill adjustment shall be equal to 50 per cent of the dollar amount above the historical consumption level bill amount for water and wastewater volumetric charges and is not to exceed \$2,500 in total.

Calculation: For example, if the historical water consumption level is determined to be 100 m<sup>3</sup> and the high bill under review is 250 m<sup>3</sup> then the amount of the bill adjustment would be equal to  $(250-100) / 2$  or 75 m<sup>3</sup>. The resulting responsibility for the account would then be 250-75 or 175 m<sup>3</sup> of water consumption, which will also be billed at the same 85 per cent for wastewater as the original bill.