

### OWNER INFORMATION

Name(s):		
Mailing Address:	City:	Postal Code:
Email:	Phone:	

### PROPERTY INFORMATION

Civic Address:	
Folio Number:	User Rates Account Number:

### WATER LEAK INFORMATION

<input type="checkbox"/> <b>Underground</b> <ul style="list-style-type: none"> <li>Main line between the dwelling and the water meter.</li> <li>100% of estimated overage is adjusted.</li> <li>Up to 3 consecutive billing period are considered for an adjustment.</li> </ul>	<input type="checkbox"/> <b>Underground Irrigation</b> <ul style="list-style-type: none"> <li>Underground irrigation pipe.</li> <li>100% of estimated overage is adjusted.</li> <li>Up to 3 billing periods for when the irrigation system was on and may have been leaking is considered.</li> <li>Considered once every 5 years.</li> </ul>	<input type="checkbox"/> <b>Above Ground*</b> <ul style="list-style-type: none"> <li>Includes below grade valve boxes.</li> <li>50% of estimated overage is adjusted.</li> <li>One billing period is considered for an adjustment.</li> <li>Considered once in a lifetime per property per owner.</li> </ul>
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**\*PLEASE NOTE:** Above ground leak adjustments may be delayed so the City can determine which billing period is most appropriate, and beneficial to the user, to adjust.

Repair Date:	Repaired by:
Description of leak:	
Description of repair:	

## REQUIRED SUPPORTING DOCUMENTATION

Supporting documentation must clearly identify where the leak was, the type of leak, and what repair was done. Incomplete applications will not be accepted.

Plumber invoice (if completed by a plumber)

The City of Nanaimo may contact the company/person that conducted the repair in order to approve your application.

Receipt for materials/equipment used (if not completed by a plumber)

Photos of before and after the repair (if not completed by a plumber)

## LEAK ADJUSTMENT POLICY TERMS

- Repairs must be completed within 60 days of the earliest of the discovery of the leak, or the issue date on the user rates invoice that indicates excessive water consumption. This period may be extended upon written confirmation from the User Rates department if an irrigation system has been blown out for the season and cannot be tested.
- Leak adjustment applications must be received by the City within 120 days from the earliest of the City notifying the consumer of the leak (i.e. note on the invoice), or the consumer discovering the leak.
- If an adjustment is warranted, it will be reflected on a future invoice.
- Adjustments are subject to an administration fee of 10% of the credited amount, with a minimum fee of \$5 and a maximum of \$25.

## SIGNATURE

I have read the terms of the Water Leak User Fee Adjustment Policy and I certify that the information given in this application is accurate and complete.

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Signature

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Date

RECEIVED STAMP

Personal information you provide on this form is collected pursuant to Section 26 of the Freedom of Information and Protection of Privacy Act and will only be used for the purpose of processing this application. Your personal information will not be released except in accordance with the Freedom of Information and Protection of Privacy Act. Questions about the collection of your personal information may be referred to the Records/Information & Privacy Coordinator by email: [foi@nanaimo.ca](mailto:foi@nanaimo.ca) or phone: 250-755-4405.