



# CITY OF WEST KELOWNA

## COUNCIL POLICY MANUAL

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Date: July 13, 2021  
Adoption Date:

### **SUBJECT: WATER LEAK ADJUSTMENT POLICY**

The City of West Kelowna water system is fully funded by the users of the system. While it is expected that situations may occur where a user's water system may fail due to no direct fault of the user, there still is a cost to the additional water that is used during such times. Any adjustment to a user's bill for a water leak, then becomes a cost borne by the entire water system. It is for this reason that the City is very diligent in reviewing requests for leak adjustments.

#### **Purpose:**

To provide property owners a **one-time** water leak adjustment, providing the leak is:

- a) due to malfunctioning internal plumbing fixtures; or
- b) in the private water service line between the water meter and the building or mechanical room;  
or
- c) in the private service line within the building and up to and including the irrigation valve box, but not including the irrigation distribution lines or spray head and mechanism.

#### **Policy:**

- 1) The adjustment period for the leak is limited to the current billing period, and the previous billing period, if applicable as determined by the City. Adjustments for private service line leaks may extend beyond this period if winter weather prevents immediate repair, as determined and agreed upon by the City.
- 2) Consumption adjustments are based on the property's average consumption, for the previous 3 years, during the same seasonal quarter for comparison. Where consumption history is not attainable, the service area average will be used.
- 3) A leak consumption must be a minimum of 25% higher than the seasonal quarterly average for the corresponding period to be eligible for an adjustment.
- 4) The City may adjust metered water charges caused by an excessive leak taking into consideration:
  - the cause of the water loss,
  - the opportunity of the owner to detect the leak, and
  - the possibility of owner negligence or fault in connection with the leak.

- 5) Leak adjustments will only be processed when the following criteria are met:
- a) both the utility account and tax account must be in good standing with no fees or penalties owing; and
  - b) all leaks have been repaired and the Public Works Department has verified the service is no longer leaking; and
  - c) submission of:
    - i. a completed leak adjustment Application Form signed by an Owner;
    - ii. the Administration Fee, as set out in the City's Fees and Charges Bylaw; and
    - iii. proof of repair in the form of a copy of an invoice or receipt for the replacement of parts and/or labour for the repair; and/or supporting documentation in the form of photos, a written explanation of the cause of the leak, and details of the repair/remediation work.
  - d) in cases where a property owner or occupant has been notified of a potential leak, either by letter, utility bill "leak" note, or receipt of a higher than normal utility bill indicating the possibility of a leak, the leak must be repaired within 30 days of receipt of the 2<sup>nd</sup> notification. Any extensions will be at the sole discretion of the Finance Department.