

COWICHAN BAY WATERWORKS DISTRICT

POLICY

SUBJECT:	Adjustment for Water Leakage	POLICY NO:	CBWD 28-07-08
DATE:	July 28, 2008	PAGE:	1 OF 1

PURPOSE

To establish the Cowichan Bay Waterworks District policy and conditions relating to the adjustment of a water account to a property for an in-ground leak.

POLICY

The Cowichan Bay Waterworks District (CBWD) recognizes that from time to time its users may experience an in-ground leak. In the event that this should occur, the CBWD may adjust the water account to a property for an in-ground leak, one time only if;

1. The leak is associated with the main service line from the meter connection to the residence or commercial building. Leaks in attachments in the water system such as **but not limited to** irrigation, hot tubs and swimming pools are the responsibility of the property owner and do not qualify for an adjustment. Charges relating to a leak from a fixture within the building such as **but not limited to** toilets and faucets do not qualify for an adjustment.
2. The leak is not associated with a natural disaster or "Act of God".
3. The property owner advised CBWD in writing that an in-ground leak was identified and repaired within 14 days of the water billing or, from the date the leak was discovered.
4. The property owner has provided CBWD with detailed receipts showing proof of repairs and/or CBWD personnel are satisfied that repair work has been undertaken and completed.

For those accounts that qualify, CBWD, in estimating the account, shall take the average billing for the same quarter period over the past 3 years, plus 10% of the excess billing or, the average for the water system.

I HEREBY CERTIFY THAT the foregoing is a true copy of Policy CBWD 28-07-08 as adopted by the District and sealed with the District seal on the 28 day of July, 2008.

Sandra Neilly, District Administrator