

OWNER INFORMATION

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

PROPERTY INFORMATION

Civic Address:
User Rates Account Number:

WATER LEAK INFORMATION

<input type="checkbox"/> Underground <ul style="list-style-type: none"> Entire main line between the dwelling and the water meter must be replaced 100% of estimated overage is adjusted Up to 3 consecutive billing period are considered for an adjustment Considered once every 40 years per property Leaks in the meter box on the consumer side may be considered 	<input type="checkbox"/> Underground Irrigation <ul style="list-style-type: none"> Underground irrigation pipe 100% of estimated overage is adjusted Up to 3 billing periods for when the irrigation system was on and may have been leaking is considered Considered once every 10 years 	<input type="checkbox"/> Above Ground <ul style="list-style-type: none"> Excludes fixture leaks 25% of estimated overage is adjusted Up to 2 consecutive billing periods Considered once in a lifetime per property per owner
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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.

- If repair is completed by a plumber:

- Plumber invoice
- Photos of the repair area

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

- If repair is not completed by a plumber:

- Receipt for materials/equipment used
- Photos of the repair area before and after the repair

LEAK ADJUSTMENT POLICY TERMS

- This application does not guarantee an adjustment. The application and supporting documentation will be reviewed in accordance with the current Water Leak User Fee Adjustment Policy ADM-126.
- 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 request and confirmation from the User Rates department. Repair timelines may be extended during winter irrigation shutdown.
- 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 \$20.00.

SIGNATURE

I confirm that I have read and understand the terms of the Water Leak User Fee Adjustment Policy, including the restrictions applicable to the adjustment I am requesting. I certify that the information provided in this application is accurate and complete.

Signature

Date

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 or phone: 250-755-4405.

RECEIVED
STAMP