

NORTH CEDAR IMPROVEMENT DISTRICT POLICY MANUAL

LEAK ADJUSTMENT POLICY

Approved by: Board of Trustees
Date: May 13, 2010
Repeals: Policy 16-01
Amended: November 10, 2010

Code: 69-10

PURPOSE: This policy is to provide direction to staff concerning adjustments to water tolls accounts for leaks.

When the North Cedar Improvement District installed meters throughout the district, trustees intended to use the system to identify leaks. Once identified, the district encouraged water users to repair leaks and conserve water by allowing adjustments to customer accounts where leaks are identified and repaired within a reasonable amount of time.

PROCEDURE All requests for adjustments to water tolls must be received in writing by the District Office with 30 days of the date of billing of the period for which an adjustment is being requested.

Staff will endeavor to identify excessive water consumption for customer's accounts when preparing water toll invoices. Where excessive consumption is identified the ratepayer will be notified of a potential leak.

Staff will phone ratepayers having what is considered to be extremely high consumption (of more than three (3) times the normal consumption for the same quarter in previous years) and query if they are aware of this increase in their consumption. If the customer has no reason for the high consumption then staff may suggest the possibility of a leak. The ratepayer has 30 days to correct a major in ground leak in order to qualify for an in ground leak adjustment. A ratepayer may apply for an extension on the 30 day period which will be reviewed by the board of Trustees.

Ratepayers with unusually high consumption will be provided with a letter to be mailed with their water toll invoice and these ratepayers have 30 days from the date of billing, for which the first high consumption letter is received, in order to fix the leak and qualify for an in ground leak adjustment.

1. Administrative staff are authorized by the Board of Trustees to adjust customer water toll accounts where there has been an in-ground leak identified and repaired. The following conditions must be met:
 - a) The property owner advises the Improvement District in writing that a leak has been identified and repaired.
 - b) The property owner has supplied the District with detailed receipts showing proof of repairs. (ie: plumbers invoice, receipts for pipe, etc.)
 - c) Verification by the Maintenance Technician that repair work has been undertaken and completed.

- d) Adjustments shall be made on normal levels of consumption for the given property and shall be allowed for the current and immediate-past quarters where appropriate. Calculation of a leak adjustment is based on the average consumption for the same quarter over the last three years. The average consumption is deducted from the actual usage to derive the amount of the adjustment. Where records do not exist for a three-year period, or where a previous leak or interruption of service skews the average consumption as calculated above, the calculation shall be based on an average of all periods up to 3 ½ years.
- 2. Once all of the above conditions have been met, staff is authorized to adjust the appropriate account to the normal consumption levels for the given period. Staff is authorized to give an adjustment up to \$500.00.
 - 3. The Administrator authorizes for account adjustments for all leak repairs that will result in an adjustment greater than \$500.00

North Cedar Improvement District [Annual] Water Tolls Bylaw

This policy repeals Policy 16-01 Water Tolls Adjustments Policy.

I HEREBY CERTIFY THAT the foregoing is a true copy of Policy No. 69-10 as amended by the District and sealed with the District seal on November 10, 2010.

Heather Sarchuk
Administrator