

# LEAK ADJUSTMENT

FOR OFFICE USE ONLY

CUSTOMER: \_\_\_\_\_ ROUTE/SEQ: \_\_\_\_\_

TO BE COMPLETED BY PROPERTY OWNER

OWNER NAME: \_\_\_\_\_

CIVIC ADDRESS \_\_\_\_\_  
\_\_\_\_\_

TELEPHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

DATE LEAK WAS DISCOVERED: \_\_\_\_\_

DATE LEAK WAS REPAIRED: \_\_\_\_\_

REPAIR BILL ATTACHED

If a repair bill cannot be provided or a receipt/invoice cannot be obtained, an email must be submitted to [water@westvancouver.ca](mailto:water@westvancouver.ca) with the repair details (what was repaired, when it was repaired, who made the repair).

**The Administration Fee for an adjustment is 10 per cent of the original water charge up to \$200.**

**PLEASE NOTE:** Waterworks Regulation Bylaw 5260, 2023

No rebate, refund, or credit whatever of any monies paid or payable for water shall be made except as follows. A rebate for the Metered Water Volume Fee to compensate for the water leak will be made at the discretion of the Engineer when a firm that has repaired the water leak will provide an attestation to the District confirming the following conditions:

- a) There was a water leak on the buried portion of the waterline between the meter and the point where the service pipe enters the building on the buried water service;
- b) They have properly repaired the leak;
- c) A leak of that nature would have caused the volume of excess water usage; and
- d) An application for adjustment has been received, in writing, within 30 days of the mailing of the most recent utility statement.

If conditions are met, the Director of Finance will recalculate the Metered Water Volume Fee for the most recent quarterly period by estimating the normal volume based on usage history and trends over the previous two years. The recalculated Metered Water Volume Fee will be the sum of the following:

- a) Normal volume multiplied by the unit rate in Schedule "B"
- b) Excess volume multiplied by 25% of the unit rate of Schedule "B"
- c) Water leaks administration fee in accordance with Schedule "C"

Provided that the total recalculated fee is less than the original quarterly billing, the Director of Finance may rebate the difference.

And I make this solemn declaration conscientiously believing it to be true, and knowing that it is of the same force and effect as if made under oath by virtue of the "Canada Evidence Act".

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
YEAR MONTH DAY

*Freedom of Information and Protection of Privacy Act Notice: Personal information contained on this form is collected under the Freedom of Information and Protection of Privacy Act section 26(c) and will be used only for the purpose of processing your application. If you have questions about the collection and use of this information please contact Legislative Services, between 8 a.m. and 4:30 p.m., Monday to Friday, excluding statutory holidays, at 604-921-3497 at Municipal Hall, 750 17th Street, West Vancouver BC V7V 3T3.*

**FINANCIAL SERVICES** 750 17th Street, West Vancouver BC V7V 3T3  
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