



## Hamilton

### **WATER LEAK ADJUSTMENT REQUEST FORM**

The City of Hamilton's Water Leak Adjustment Policy ("Policy") provides residential, not-for-profits and institutional customers who utilize City water services, limited financial assistance in regard to the repair of water leaks on private property, excluding any water leaks in the water service pipe. A "water service pipe" is defined as the pipe on private property which conveys potable water from a City watermain to the inside of the building on the property. The Policy recognizes the hardship to customers by affording an opportunity for customers to request adjustments to water and/or wastewater use charges by completing this form. A "leak" is defined as an unintentional water loss caused by broken and/or malfunctioning plumbing fixtures and/or pipes within a residence or building so that a leak occurs when there is a failure of the plumbing system to do what it was designed to do.

Leak repairs must be completed within 120 calendar days after the customer was initially notified of increased water usage by the City's billing agent, Horizon Utilities Corporation ("Horizon"). **This form must be completed and filed with Horizon no later than 120 calendar days after the date of final repair(s).** Failure to request a review within this time period waives your opportunity for an adjustment. An adjustment may only occur after all leaks have been repaired and verified with an actual meter read(s) by Horizon following the date of repair(s). Please note that by making this request, you are consenting to the City or its representative having the right of access to your property for the purposes of an inspection to determine whether the leak was repaired within 30 calendar days of a City request for such an inspection. **If an adjustment is granted, this is a one-time only adjustment per owner.**

**Bill adjustments will only be granted where water usage EXCEEDS 2 TIMES (200%) the AVERAGE of the similar period from the previous year with a maximum adjustment period of 240 calendar days.** The bill adjustment amount is equal to half (50%) of the water consumption amount above the AVERAGE of the similar period from the previous year. Claims will not be approved for usage above the customer's average monthly consumption due to watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc. as this describes water services knowingly used by the customer. Water loss due to theft, vandalism or construction damage is not covered under the Policy. Resolving these issues is the responsibility of the customer.

**No adjustments will be granted if a dwelling is unoccupied and/or vacant for 72 hours or more.** Customers have the responsibility to arrange for a competent person to enter their dwelling regularly to monitor the dwelling's condition. For extended absences, customers should consider shutting off the water supply (with the exception where water is used for heating purposes) and draining all the pipes and appliances.

No adjustments will be granted where high water usage is identified from a “catch-up” billing following a minimum of 2 consecutively estimated billings. Actual meter readings are necessary for bills to reflect actual higher water usage to trigger the associated leak detection and subsequent any leak repairs. Customers are advised on their water bill if the billing is based on an estimated read. Furthermore, the water meter readers leave a meter read request door hanger for the customer to call in and/or return the read card with an actual consumption read from their water meter.

In order to process your water leak adjustment request in a timely manner, we have provided a request form for you. **IF NOT COMPLETED IN FULL, YOUR REQUEST WILL BE RETURNED TO YOU.**

Return completed form with supporting documentation to:

Horizon Utilities Corporation  
P.O. Box 2249  
Station LCD 1,  
Hamilton, ON L8N 3E4  
For questions call (905) 522-9200 (Office Hours 8:30 am to 4:30 pm)

Request Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer’s Name on Account: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Service Address (if different from above):  
\_\_\_\_\_

Date(s) of High Bill(s): \_\_\_\_\_ Repair Date: \_\_\_\_\_

◆ Describe what was done to fix or correct the water leak problem(s). Proof of repair is required and must be submitted with this form (ie. plumber itemized invoice, repair parts itemized receipt, or other documentation supporting any repairs).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

◆ Will you be receiving any monetary assistance from a third party for this high bill? Please list any sources and amounts.

\_\_\_\_\_

◆ Will or have you submitted a claim with your homeowners’ or tenants’ insurance company? If so, what has been the insurance company’s response? Please provide copies of the insurance company’s response.

\_\_\_\_\_

◆ Has a water leak adjustment been made for this service address on any previous occasion?

Yes when? \_\_\_\_\_  No

◆ How many people reside at the service address? \_\_\_\_\_

◆ Was property vacant/unoccupied when leak occurred?  Yes  No

◆ If yes, please provide the period of time of the vacancy? \_\_\_\_\_

As the customer for the above noted property, I hereby apply for reimbursement under the City of Hamilton's Water Leak Adjustment Policy. I confirm that the above and attached information are true and accurate.

Customer's Name: \_\_\_\_\_ (Please print)

Customer's Signature: \_\_\_\_\_

◆ If necessary, how would you like to be contacted by Horizon/City of Hamilton staff for follow-up?

by phone \_\_\_\_\_ (Please provide daytime contact #)

via e-mail: \_\_\_\_\_

**PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your bill. As your account must remain current and to avoid additional service charges, customers are advised to pay the water and/or wastewater amounts due while your adjustment is pending. Any unpaid amounts pending consideration of a water leak bill adjustment will be treated in the same manner as all other unpaid accounts. Reimbursement will only occur once a water leak adjustment request is granted.**

**Notice of Collection of Personal Information Under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Information Protection and Electronics Documents Act (PIPEDA).**

Personal information on this form is collected under the authority of the Municipal Act, 2001, S. O. 2001, c. 25, as amended. This information will be used in the consideration of your water leak adjustment request and the implementation of the City of Hamilton's water leak adjustment policy.

Questions about this collection should be directed to (905) 522-9200.

***This form supersedes earlier editions of the Water Leak Adjustment Request Form Revised October 2011***