

Draft policy for waiver of consumption fees (July, 2006)

Water consumption fees will be waived only if the two following conditions are met.

Condition 1: the fees are those for water that was lost because of a leak on the user's property, and

Condition 2: the user has made every reasonable effort to promptly repair that leak as soon as he/she was informed by the municipality that:

- a) his/her water consumption for the preceding calendar month is at a rate at which, if maintained for the period June 1- October 31, the consumption rates would apply; and/or
- b) there is other evidence of a possible leak, for example, an unusual area of wet ground in the vicinity of the underground water pipe.

Municipal staff will be responsible for deciding, in each case, whether or not these two conditions have both been met. The user may appeal such a decision to the Council.

When informing the user of evidence of a leak, the municipal staff will at that time remind the user of the conditions for a fee waiver, and advise the user regarding:

- the method of confirming that there is in fact a leak,
- the steps that should be taken to repair it, and
- the time frame for taking those steps.