



BOARD Policy

Division:	Financial Services	BRD-0340-50-051
Title:	Billing Adjustments for Water Leaks	

1. PURPOSE

1.1 To establish the method used to calculate billing adjustments for metered properties in the event of a water leak or involuntary fire suppression system activation on private property.

2. SCOPE

2.1 This policy applies to all Sunshine Coast Regional District utility accounts.

3. DEFINITIONS

3.1 “Billing Period” means the quarterly period(s) for which water charges are calculated.

3.2 “Leak Adjustment Date” means the billing date of the utility invoice associated with the first quarterly billing period that a property owner is applying to have adjusted.

3.3 “Main Service Line” means the underground water supply line between the water meter and the residence or building(s).

4. POLICY

4.1 Property owners are responsible for maintaining the **Main Service Line** on their property.

4.2 The Regional District may make reasonable efforts to notify the property owner if it becomes aware of a possible leak through the normal course of business. Such notification is provided as a courtesy only and does not create an obligation or responsibility on the part of the Regional District.

4.3 Billing adjustments will only be considered for leaks in the **Main Service Line** or due to an involuntary activation of a fire suppression system.

4.4 To receive a billing adjustment, the Regional District requires an application for a leak adjustment, including payment of the application fee, and proof that all leaks have been repaired, within six (6) months of the **Leak Adjustment Date**.

4.5 Estimated normal water consumption from the same or similar **Billing Periods**, from up to three years prior, will be deducted from the actual water consumption in the **Billing Periods** being adjusted to determine the estimated amount of leaked water. The estimated amount of leaked water will be used to determine the billing adjustment.

4.6 If estimated normal water consumption is unknown, the Regional District will calculate normal water consumption based on information available on the property.



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5. REFERENCES (Bylaws, Procedures, Guiding documents)

5.1 Sunshine Coast Regional District Water Rates and Regulations Bylaw No. 778

5.2 Sunshine Coast Regional District Billing Adjustment Application Form

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