

# Town of Truro – Policy & Procedure Manual

**Subject:** Water Leak Adjustment Policy  
**Policy Number:** P180-005  
**Approval Date:** May 1, 2017  
**Departments:** Corporate Services & Public Works

## PURPOSE

This policy sets out the circumstances under which residential customers of the Truro Water Utility can apply for a billing adjustment due to a water leak on the customer (or property) side of the water meter for the property and establishes the method used to quantify the adjustment.

## APPLICATION

This policy applies to owners of residential properties that are owner-occupied.

## DEFINITIONS

**Billing period:** A 3-month period for which water consumption is monitored and billed by the Truro Water Utility.

**Director of Public Works:** The Town's Director of Public Works or their delegate.

**Director of Corporate Services:** The Town's Director of Corporate Services or their delegate.

**Customer:** Owner of a residential property who occupies the property, which property is connected to the Truro Water Utility.

## POLICY

1. No adjustment or credit will be applied to a water bill for except as set out in this Policy or in the Schedule of Rates for Water and Water Services for the Truro Water Utility, set by the Utility and Review Board.
2. A customer is eligible to apply to the Town for an adjustment if:
  - a) the volume of water used by their property during a billing period is at least twice the average of the volumes used during the same billing periods in the two previous years; and
  - b) the cause of the increased usage is a water leak on the customer's side of the water meter for the property.

3. To be eligible to apply for an adjustment:

- a) The customer must repair the water leak within 14 days of being notified or learning of the leak. Notification includes receiving a water bill that shows the increased water usage or receiving written or verbal notice from the Town of increased water usage. The 14-day deadline may be extended by the Director of Public Works in their discretion if the customer has made reasonable efforts to repair the leak or in other extraordinary circumstances.
- b) The customer must apply for the adjustment within 14 days of repairing the leak by submitting to the Director of Public Works a completed “Water Leak Adjustment Request Form” in the form attached to this Policy or as amended by the Director of Public Works, along with documentation showing that the leak has been repaired.
- c) At the time the customer applies for the adjustment, the water account for the property must not be in arrears, or if it is in arrears, there must be payment arrangements in place that have been approved by the Director of Corporate Services.
- d) The Town must confirm that the leak has been repaired, by reading the water meter twice within a 2-week period to verify that water usage has returned to normal volumes.
- e) The leak must be the result of inadvertence, accident or oversight. Adjustments will not be approved if the water leak:
  - i. occurred in a residence that was unoccupied for 72 consecutive hours or more;
  - ii. was caused by a third party from whom the customer is entitled to receive compensation; or
  - iii. was the result of vandalism or damage arising during construction or renovations.

4. If the Director of Public Works approves an application for adjustment:

- a) the Town will calculate an adjustment to the customer’s water account for the property as follows:

$$\text{Water adjustment amount} = \text{Excess water volume} \times \text{Price of water};$$

- b) the Town will calculate an adjustment to the customer’s sewer charge for the property as follows:

Sewer charge adjustment amount = Excess water volume x Sewer rate

- c) in (a) and (b) above:
- i. “Excess water volume” is the difference in cubic metres between the volume of water used during the billing period(s) when the leak occurred and the volume of water used during the same billing period(s) in the previous year;
  - ii. “Price of water” is the Consumption Rate per cubic metre applicable to the water usage rate charged to the customer for that quarter as prescribed in the Schedule of Rates for Water and Water Services for the Truro Water Utility, set by the Utility and Review Board;
  - iii. “Sewer rate” is the sewer rate set by the Town, in \$ per cubic metre.
5. The Town will, in the discretion of the Director of Corporate Services, pay or credit the amount of the adjustment in one of the following ways:
- a) Credit the amount of the water adjustment amount to the customer’s water account for the property (in which case the Town will transfer the amount of the water adjustment amount to the Truro Water Utility) and credit the amount of the sewer charge adjustment amount to the customer’s sewer charge account; or
  - b) Pay the total of the water adjustment amount and the sewer charge adjustment amount to the customer.
6. An application for an adjustment does not extend the time for payment of water bills or sewer charges. A customer who has applied for an adjustment must continue to keep their water account in good standing by paying water bills as they become due or making payment arrangements with the Town that are approved by the Director of Corporate Services.
7. A customer may not receive more than one adjustment to their water account or sewer charges for any one property. If an adjustment has been made for a property that has since been transferred to a new owner, that owner is eligible to apply for an adjustment for the property in accordance with this Policy.



**Town of Truro**  
**Water Leak Adjustment Request Form**

Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Are you a Property Owner?    \_\_\_\_\_ Yes                    \_\_\_\_\_ No

Do you live on the property?    \_\_\_\_\_ Yes                    \_\_\_\_\_ No

Have you received a leak adjustment before?                    \_\_\_\_\_ Yes                    \_\_\_\_\_ No

Where did this leak occur? \_\_\_\_\_

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

Who repaired the leak and on what date(s)? \_\_\_\_\_

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

Submit your request form, with copies of all receipts related to the repair to:

Town of Truro  
Public Works Department  
695 Prince Street  
Truro, NS B2N 5C5  
Email: [publicworks@truro.ca](mailto:publicworks@truro.ca)

If you require additional information about the Town of Truro Water Leak Adjustment Policy,  
please visit [www.truro.ca](http://www.truro.ca)

For Office Use Only

Application Complete?    \_\_\_\_\_ Yes                    \_\_\_\_\_ No

Notes: \_\_\_\_\_

\_\_\_\_\_  
Director of Public Works Authorization (or delegate): \_\_\_\_\_