

CITY OF RICHMOND HILL UTILITY BILLING ADJUSTMENT POLICY
February 22, 2010

To Our Water/Sewer Customers:

The City of Richmond Hill is committed to water conservation and wishes to encourage our customers to do their part to reduce lost water by repairing leaks in a timely manner. In addition, there are significant costs in producing clean water and delivering it on a continuous basis to your home or business. While it is the City of Richmond Hill's responsibility to provide water to all our customers at each meter location, it is the customer's responsibility to properly maintain their water system and any irrigation system connected to their side of the meter. **The customer (account holder) is responsible for any water lost due to leaks or breakage of their lines.** The City of Richmond Hill may grant a leak credit, in its sole discretion, subject to the following conditions:

WATER

- Customer must make a written request for a leak credit on the proper form and explain what leaked, where it leaked, and any other relevant factors. Proof that the leak(s) have been repaired **must** be provided in the form of a receipt for the purchase of supplies (if repaired by the Customer) or from a licensed plumber. No leak credit will be issued without the submission of all appropriate documentation.
- **Leak adjustments may only be issued one time in a 24-month period (in addition to the annual pool filling sewer only credit) and shall not exceed a one month period of leakage.** Credits will be calculated using a 12 month average usage. The average usage is then subtracted from the highest meter reading that includes the leak. The difference in cost is calculated and the water account is credited with that amount on the **sewer line of the account**. This is because the City actually supplied you with the water, no matter where it went. The credit will be included in your next water bill or you may request an updated bill/balance from the Utility Billing Department.
- The water leak must not have occurred as a result of a willful or negligent act on the part of the customer.

SEWER

- A sewer adjustment may be authorized in cases where the water leak **did not discharge into the wastewater treatment system**.
- A sewer adjustment may be authorized once each year in conjunction with the filling of a swimming pool.

GARBAGE

Trash pick-up is billed on a **per cart** basis. **Please verify that the number of carts on your bill is the same as the number of carts you have. No credit will be issued based on cart numbers after 6 months.**

During the period that the account is being reviewed, no penalties will accrue on the account; however, **monthly payments** are required to keep the account in good standing. **The City Manager has final approval on any credit.**



LEAK CREDIT REQUEST FORM
Please PRINT

Customer Name: _____ Date: _____

Service Address: _____

Mailing Address: _____

Account Number: _____ Phone Number : _____

Description of the leak and completed repairs (you may use the back of the form for more space):

Date leak was discovered: _____ Date leak was repaired: _____

Please attach the receipt for the repair(s).

By signing this request, I certify that I understand the terms and conditions of the City of Richmond Hill Leak Credit Policy and acknowledge that I will not be eligible for any additional Leak Credits for a minimum of **24 months**.

Customer Signature

Date