



Cowichan Bay Waterworks District

Leak Adjustment Request Form

Cowichan Bay Waterworks is committed to providing clean, safe water for all residents while maintaining a standard of excellence in customer service and environmental conservation. Transparency and accountability are key in meeting this commitment. In doing so, Cowichan Bay Waterworks must ensure that water is being used in the most efficient manner possible. As such, this Leak Adjustment Request form will aid in assessing leak adjustment requests.

Cowichan Bay Waterworks District Leak Adjustment Policy establishes the ground rules and guidelines for leak adjustments.

Cowichan Bay Waterworks District (CBWD) recognizes that occasionally, water leaks may occur that result in higher than normal water consumption. Under certain circumstances, depending on the nature of the leak, Cowichan Bay Waterworks District may approve requests for adjustments to a billing account. The district is responsible for the infrastructure up to and including the meter. Property owners are responsible for all connections beyond their meter. For an adjustment to be granted, the owner must have repaired the leak promptly after detection. Furthermore, adjustments may only be granted for leaks in the main service line between the water meter and the main dwelling or structure.

Adjustments will not be approved for the following types of leaks:

- *All internal plumbing and fixtures (e.g., toilets, faucets, hot water tanks)*
- *Irrigation, sprinkler systems, hot tubs, swimming pools, ponds, and fountains*
- *Auxiliary lines connected to the main water line(s);*
- *Natural disasters.*

*In the event that this should occur, the CBWD may adjust the water account to a property for an in-ground leak, one time only, based upon
Policy 19-09-2022:*

Leak Adjustment Request Form

Name:		
Date:		
Mailing Address:		
Telephone No.		
Email Address		
Address of Property if not mailing address:		
Date the Leak was Discovered:		
Duration of Leak:		
Leak Details:		
Summary of Attachments / Plumbing Receipts		
Date Received by CBWD:		
Action: [Office Use Only]		
	Approved:	Not Approved: