

Infrastructure Services

Water Bill Adjustment Request Form

The Town of Orangeville offers residents the opportunity to apply for a water and wastewater bill adjustment for high bills attributable to a plumbing leak. This policy only applies to water customers who are the owner and occupant of a single family dwelling, or the tenant of a single family dwelling with a water account in their name.

To be eligible for a water and wastewater bill adjustment, the customer must:

- Have a water and wastewater account in good standing.
- Submit this form with Part A completed within 30 days of first being notified of increased water usage.
- Make reasonable effort to locate the leak and initiate the repairs within 30 calendar days of notification of increased water usage.
- Notify the Town of completion of repairs within 14 calendar days after the date of the final repair(s).
- All receipts for repairs and copies of water and wastewater bills being considered as part of the application shall be copied and submitted to the Town.
- Consume three (3) times the average monthly consumption (average of previous 12 months) for the billing period and be greater than fifty (50) cubic metres.
- Explain the increased usage.
- Show the increased water usage was not due to filling a pool or spa, irrigation system usage or other similar uses.
- Show the increased usage was not due to theft, vandalism or construction damage.

Eligible water and wastewater bill adjustments will be issued in the form of a one-time leak forgiveness credit that is applied to the water and wastewater account. Leak forgiveness credits are calculated using 50% of the water and wastewater usage in excess of historical usage, up to a maximum credit of \$2,000.00.

All applications for water bill adjustments shall be submitted to the Customer Service Desk at Town Hall (87 Broadway, Orangeville).

A water bill adjustment request will not be processed until a complete Water Bill Adjustment Request Form (Parts A and B) is received.

PART A

Customer Information	
Name	
Address	
Postal Code	
Telephone	
Email	
Water Account Number	
Cause of Leak	
Date of Notification of High Water Usage	
Property Status During Leak (Vacant or Attended)	

Mandatory supporting documents for submission:

- Copy of available water/wastewater bill(s) to be considered for water bill adjustment attached
- Copy of receipts/invoices for repair attached OR
Expected date of repair _____

Additional documentation that will be submitted at a later date:

- Future water/wastewater bill(s)
- Plumbing repair bills/invoices

I solemnly declare that the statements made and information provided in and with this application are true.

Customer Signature: _____ Date: _____

For Office Use Only	
Date Part A Received:	Initials:

PART B

Mandatory supporting documents for submission:

- Proof of repairs to plumbing system (i.e. copies of receipts, invoices)
- All water/wastewater bill(s) to be considered for water bill adjustment

I solemnly declare that the statements made and information provided in and with this application are true.

Customer Signature: _____ Date: _____

For Office Use Only	
Date Part B Received:	Initials:
Eligibility Verification: <ul style="list-style-type: none"> <input type="checkbox"/> Account is in "good standing" <input type="checkbox"/> Part A submitted within 30 days of Notification <input type="checkbox"/> Property was attended <input type="checkbox"/> Cause of leak meets policy requirements <input type="checkbox"/> Adjustment request is within 60 days prior to Notification and 30 days after Notification: <ul style="list-style-type: none"> <input type="checkbox"/> Bill 1 <input type="checkbox"/> Bill 2 <input type="checkbox"/> Bill 3 <input type="checkbox"/> Greater than 50 cubic metres usage: <input type="checkbox"/> Bill 1 <input type="checkbox"/> Bill 2 <input type="checkbox"/> Bill 3 <input type="checkbox"/> Usage greater than 3 times monthly historical average: <input type="checkbox"/> Bill 1 <input type="checkbox"/> Bill 2 <input type="checkbox"/> Bill 3 	
Repair Verification Meter Readings: _____ Date: _____ _____ Date: _____	
Historical Average Daily Usage: _____ m ³	
Calculated Current Average Daily Usage: _____ m ³	
Credit Amount: \$ _____	
Authorization Signature:	Date: