

POLICY		FIN-GRA-2014	
Water Leak Adjustment		Category FIN - Finance	Sub-category GRA - Grants, Rebates & Incentives
Approval Type COUNCIL	Department/Division Financial Services/Revenue Division	Author and Position Director of Revenue	
Date Approved March 18, 2019	Last Reviewed/Amended August 14, 2025	Next Review Date June 1, 2028	

Related Policies or Procedures

- Report # FIN-19-012 - Water Leak Adjustment Policy
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1. Policy Purpose

The purpose of this policy is to allow Kitchener Utilities' residential customers limited financial relief for high water consumption due to leaks.

Possible reasons for water leaks include malfunctioning toilets, water softeners, leaking taps inside or outside, reverse osmosis units, irrigation systems, and ruptured pipes on the customer's side of the water meter. This policy will provide an incentive for the customer to fix any leaks that may have occurred.

2. Definitions

"Residential"- Properties classified as residential but not including properties with multiple units serviced by a house meter.

"Average Monthly Consumption"- This equals an average of one-year's consumption for the subject property divided over 12 months.

"High Water Consumption"- Water consumption exceeding 2 times the customer's average monthly consumption and greater than 18 cubic meters.

3. Policy Scope

- Only residential water accounts qualify for adjustments under this policy.
- The high water leak adjustment must be requested within 90 days following the issue date of a high consumption bill.
- Water consumption indicated on the bill must exceed 2 times the customer's

average monthly consumption and be greater than 18 cubic meters. The average monthly consumption will be calculated based on a one-year's consumption divided by 12 months.

- d. To receive the leak adjustment the customer must show proof of repair (example; repair invoice, statement of repair or receipt for parts).
- e. The application for consideration under this policy requires the following:
 - i. A completed Leak Adjustment Request Form
 - ii. Proof of repair as stated above in "d"
- f. This policy does not apply to water usage due to filling a pool or spa, irrigation system or other similar uses of water.
- g. A customer is only eligible for one leak adjustment per year and two leak adjustments over a 10-year timeframe per service address.
- h. The property cannot be vacant or unattended during the timeframe when the leak occurred.
- i. Water loss due to theft, vandalism, or construction damage is not eligible for an adjustment.

Application

- ☐ **Employees** *(Indicate below which categories apply: All employees, Permanent full-time, Temporary full-time, Continuous part-time, Casual, Probationary, Student, Management, Non-union)*
 - [Click or tap here to enter text.](#)
- ☐ **Unions** *(Indicate below which categories apply: All Unions, CUPE 68 Civic, CUPE 68 Mechanics, CUPE 791, IATSE, IBEW, KPFFA)*
 - [Click or tap here to enter text.](#)
- ☐ **Council**
- ☐ **Specified Positions:** [Click or tap here to enter text.](#)
- ☐ **Other:** [Local Boards and Advisory Committees](#)

4. Policy Content

4.1 OBJECTIVES

- i. To facilitate an effective and efficient means to provide limited financial relief to ratepayers.
- ii. To encourage water conservation through timely repair of leaks.

4.2 GOVERNING PRINCIPLES

- i. The City Treasurer may exercise discretion in furthering the objectives of this policy.
- ii. To outline a process, which will allow ratepayers to apply for limited financial relief for high water consumption.
- iii. At all times, the City should take reasonable care to respect and protect the interest of the customer as well as that of the City, including the rights to privacy and confidentiality.

4.3 MAXIMUM AMOUNT OF ADJUSTMENT

- 1. The billing adjustment is limited to a maximum of \$1,000 and is calculated at 50% of the excess water use over the customer's average consumption over a

maximum two-month period.

2. Any adjustment will be calculated using the rates that were in effect at the time of the high consumption.

Sample Adjustment Credit Calculation:

<u>Customer's High Water Bill</u>				
	Consumption		Rate	Amount
Water	100 m3		\$ 2.24	\$ 223.95
Sewer	100 m3		\$ 2.65	\$ 264.51
Total Amount of Water and Sewer Charges				\$ 488.46
<u>Customer's Average Water Bill</u>				
	Consumption		Rate	Amount
Water	25 m3		\$ 2.24	\$ 55.99
Sewer	25 m3		\$ 2.65	\$ 66.13
Total Amount of Water and Sewer Charges				\$ 122.12
<u>Amount Eligible for Adjustment per policy</u>				
	Consumption		Rate	Amount
Water	75 m3		\$ 2.24	\$ 167.96
Sewer	75 m3		\$ 2.65	\$ 198.38
Difference between High Water Bill and Average Bill				\$ 366.35
			Less:	50%
Amount Eligible for Adjustment				\$ 183.17

Dispute Resolution Process:

1. If a customer does not qualify for an adjustment, they may file an appeal in writing to the City of Kitchener within 30 days of being notified of the decision.
2. To qualify for the dispute resolution process;
 - a. The property must be residential.
 - b. The leak must have resulted in high consumption.
 - c. The customer must have done due diligence (for example; inspection completed by a certified plumber) to repair the leak.
3. The Director of Revenue, the Director of Utilities and the Chief Financial Officer have the final say in resolving any appeals. A decision is to be provided in writing to the customer.

5. Results of Review

- ☒ No Edits Required
- ☐ Housekeeping Edits
- ☐ Substantial Edits
- ☐ Repeal/Replace

6. Policy History

Administrative and Housekeeping Changes

Date	Nature of Change
2025-08-14	Reviewed, no changes.

Substantial Changes

Date	Council/CLT Directive
2019-04-01	As per Council resolution.