SUBJECT: Water Leak Adjustment Policy (FCS07101) (City Wide)

RECOMMENDATION:

a) That the Water Leak Adjustment Policy, as outlined in Appendix ‘A’ of report FCS07101, be approved;

b) That those claims submitted under the existing Plumbing Relief Program as of the date Council approves subsection (a), continue to be processed under that program with the claims submitted thereafter, to be processed under the Water Leak Adjustment Policy;

c) That the Service Agreement between the City of Hamilton and Horizon Utilities Corporation dated as of May 31, 2005, be amended, if necessary, to implement subsections (a) and (e) above, with content satisfactory to the General Manager of Finance and Corporate Services;

d) That the General Manager of Finance and Corporate Services and the City Clerk be authorized and directed to execute any and all documents necessary to implement subsections (a) to (c) above, in a form satisfactory to the City Solicitor; and

e) That By-law 97-067 be repealed and that the City Solicitor be authorized and directed to make any necessary amendments to the City of Hamilton’s Waterworks By-law R84-026 and to the City of Hamilton’s Sanitary Surcharge and Wastewater Abatement By-law 03-272 to implement subsection (a) above.

Joseph L. Rinaldo
General Manager
Finance and Corporate Services
EXECUTIVE SUMMARY:

The City’s current Plumbing Relief Policy provides financial relief to customers to address abnormally high water and wastewater bills associated with plumbing failures. This policy when approved in 1997 addressed the financial inequality that existed between metered and non-metered accounts with respect to the financial impact of plumbing failures.

With the transition to near universal water metering in the City, the demand for plumbing relief increased as property owners were made aware through their metered consumption that their property experienced a plumbing problem. Since 2006, the demand for relief under this program has moderated, relative to the earlier years. As the City is principally metered, and as property owners are more informed through more frequent metered reads and billings, staff have chosen to review this Policy under the guiding principles of effectiveness, efficiency and equity.

The recommended Water Leak Adjustment Policy (Policy) attached as Appendix ‘A’ to report FCS07101 is premised on “Awareness”, “Education” and “Financial Adjustment” where applicable.

“Awareness”, the Policy includes the enhancement and promotion of a “High Water Read” notification program. This program allows the City’s water and wastewater billing agent, Horizon Utilities Corporation (HUC) to contact customers soon after an incident of high water usage is detected.

“Education”, the Policy recognizes the value of educating the public not only on the need to identify a potential plumbing problem in a timely manner, but also provides the ability to disseminate general water conservation information, and/or direct the customer to information that will assist the customer to make more informed decisions with respect to water consumption/conservation.

The above two initiatives should assist consumers to repair any leaks that may cause the high water read thus minimizing the impact on future billings. The intent is to notify customers when their water usage has increased relative to their normal usage, in the hope that these efforts will avoid the need for application for Leak Adjustment.

“Financial Adjustment”, the Policy intends to provide the customer with potential financial adjustment over and above 2 times their normal consumption, over a like period. Also the Policy sets a time limit that the adjustment is to be applied against (120 days). The time limit would provide customers from approximately 30 to 60 days to make the necessary actions to rectify the plumbing problem, thereby prohibiting financial adjustment in the case where a customer procrastinates or has a delinquent property manager. The Policy maintains no cap on financial adjustment for residential and small commercial customers but does limit financial adjustment for large commercial, industrial and institutional customers to $5,000. The Policy does intend to limit accessibility for financial adjustment for all customers to once every 12 consecutive months (refer to Table 1 of FCS07101).
TABLE 1

<table>
<thead>
<tr>
<th>Adjustment</th>
<th>Existing Plumbing Relief Policy</th>
<th>Recommended Water Leak Adjustment Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustment</td>
<td>&gt; 200% average consumption</td>
<td>&gt; 200% average consumption</td>
</tr>
<tr>
<td>Limit on period of adjustment</td>
<td>No limit</td>
<td>120 days</td>
</tr>
<tr>
<td>Cap on financial adjustment</td>
<td>None</td>
<td>Residential/small commercial</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Large Commercial/Industrial/Institutional</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$5,000</td>
</tr>
<tr>
<td>Limit on accessibility</td>
<td>None</td>
<td>Once every 12 consecutive months</td>
</tr>
</tbody>
</table>

As Table 2 of FCS07101 reflects, the analysis suggests there appears to have been a decline in the uptake of this program, relative to the period post Universal Metering, effort and associated financial resources may be better directed at education and preventative actions.

TABLE 2

Plumbing Relief Program Cost Summary

<table>
<thead>
<tr>
<th></th>
<th>Number of Claims</th>
<th>Total Cost</th>
<th>Min Relief $</th>
<th>Max Relief $</th>
<th>Total Avg Cost/Claim</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>75</td>
<td>$68,700</td>
<td>$68</td>
<td>$9,400</td>
<td>$920</td>
</tr>
<tr>
<td>2003</td>
<td>139</td>
<td>$141,600</td>
<td>$20</td>
<td>$36,300</td>
<td>$1,020</td>
</tr>
<tr>
<td>2004</td>
<td>257</td>
<td>$260,800</td>
<td>$20</td>
<td>$58,000</td>
<td>$1,010</td>
</tr>
<tr>
<td>2005</td>
<td>332</td>
<td>$192,900</td>
<td>$10</td>
<td>$7,800</td>
<td>$580</td>
</tr>
<tr>
<td>2006</td>
<td>179</td>
<td>$162,400</td>
<td>$14</td>
<td>$84,000</td>
<td>$910</td>
</tr>
<tr>
<td>2007 *</td>
<td>150</td>
<td>$99,400</td>
<td>$16</td>
<td>$10,400</td>
<td>$660</td>
</tr>
</tbody>
</table>

* YTD September 30, 2007

It is recommended that the policy be revised such that it maximizes the dissemination of water conservation opportunities and the associated benefits relating to this initiative. Also under the proposed policy, customers will continue to be informed of potential plumbing issues that may eventually amount to a significant cost to that customer, as well as, the inefficient utilization of a resource by the City.
TABLE 3

<table>
<thead>
<tr>
<th></th>
<th>Existing Plumbing Relief Policy (2004-06)</th>
<th>Recommended Water Leak Adjustment Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Adjustments</td>
<td>765</td>
<td>N/A *</td>
</tr>
<tr>
<td>Average Annual Cost</td>
<td>$205,300</td>
<td>$156,500</td>
</tr>
<tr>
<td>Average Residential Adjustment</td>
<td>$510</td>
<td>N/A *</td>
</tr>
<tr>
<td>Average Large Commercial/Industrial Adjustment</td>
<td>$5,030</td>
<td>$2,090</td>
</tr>
<tr>
<td>Maximum Large Commercial/Industrial Adjustment</td>
<td>$83,500</td>
<td>$5,000</td>
</tr>
<tr>
<td>Average Period of Adjustment</td>
<td>125 days</td>
<td>120 days</td>
</tr>
<tr>
<td>Maximum Adjustment Period</td>
<td>677 days</td>
<td>240 days</td>
</tr>
</tbody>
</table>

* Based on lower variance threshold for high read notification there would be fewer claims from customers

The recommended policy takes a more proactive position with respect to the above initiatives of informing and educating (refer to Table 4 of FCS07101).

TABLE 4

<table>
<thead>
<tr>
<th></th>
<th>Existing Plumbing Relief Policy</th>
<th>Recommended Water Leak Adjustment Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness</td>
<td>Verbal – high variance of 220%</td>
<td>Verbal and written – high variance of 200%</td>
</tr>
<tr>
<td>Customer Contact</td>
<td>Horizon Utilities</td>
<td>Horizon Utilities</td>
</tr>
<tr>
<td>Multiple notifications</td>
<td>None</td>
<td>Every event</td>
</tr>
<tr>
<td>Education</td>
<td>Leak detection</td>
<td>Leak detection &amp; conservation tips</td>
</tr>
</tbody>
</table>

Without a significant number of non-metered customers, there no longer exists a need to eliminate a punitive aspect to metered customers who are conservation minded and who rectified water leaks in a timely fashion. There is now the opportunity to refocus on the secondary objective of the Policy which was water conservation promotion. Of the many options available for conserving water, leak detection is a logical first step.
BACKGROUND:

In the late 1990’s, a significant proportion of water and/or wastewater customers (estimated to be about 35%) were still flat-rate or non-metered customers who did not bear any incremental cost associated with lost water due to poor plumbing maintenance. For those billed quarterly, as was the Region’s billing practice, there was a significant time lag in communicating potential plumbing failures to the customer.

In 2001, the City embarked on a Universal Water Metering Program (UWM) that required all domestic water services to have water meters installed by the City. The UWM program included all existing and future non-metered residential, commercial, industrial and institutional properties. With the successful implementation of the UWM program, over 99% of water and/or wastewater customers are now metered.

The success of the UWM Program translated into increased awareness of plumbing failures by customers, resulting in a period of high demand for plumbing relief. Over the period 2002 to September 30, 2007, the City has provided over $925,000 in plumbing relief (refer to Table 2 of FCS07101).

A key element of the Policy is to partially offset the financial hardship created by unintentional water leaks to customers who make timely repairs. However, the current policy lacks clear definition with respect to the time period the relief is to be applied against, as well as, the type of water leak repairs the policy is to be applied against. Additionally, the policy being commonly referred to as the Plumbing Relief Policy has created some misconceptions with customers that the program is a general financial water relief program, rather than one targeting relief for plumbing failures.

The recommended Policy changes seek to support water conservation and recognize the value of conservation as a potential tool in the effort to eliminate plumbing failures. For example, customers if made aware of potential leaks (with accompanying leak detection information) as part of an active notification process, may realize financial savings through the elimination of lost water.

ANALYSIS/RATIONALE:

The current Plumbing Relief Policy requires the customer assume responsibility for water usage up to 2 times (200%) of the average bill of the affected property as calculated using the prior 12 month period providing the following conditions are met:

1. that proof is provided that the plumbing problem has been fixed
2. that it is verified through subsequent bills that consumption has returned to normal levels

As part of the process in developing potential changes to the current Plumbing relief Policy, staff conducted a literature review. The review found that while similar policies are common in the United States and the United Kingdom, they are quite rare in Canada
revealing only two other municipalities (Kenora and Victoria) who offer similar financial assistance in these circumstances. Based on this review, the recommended policy changes recognize the strengths/value of the following:

- rename policy as the Water Leak Adjustment Policy so that there is greater customer understanding that the policy’s intent is to provide financial assistance in response to water leaks that have been repaired;

- maintaining current policy that provides for a cap on the water and/or wastewater bill whereby the customer remains responsible for all charges up to twice (200%) of the average of a similar period based on the previous year;

- clear definition of a water leak as an unintentional water loss caused by broken and/or malfunctioning plumbing fixtures and/or pipes within a residence or building. A leak occurs when there is a failure of the plumbing system to do what it was designed to do;

- provide repair expectations by defining the timeframe that bill adjustment calculations will be limited to;

- outlining eligibility requirements for a leak adjustment so customers are aware that claims will not be granted for increased water consumption for water knowingly used ie. watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc;

- specifying that water loss due to theft, vandalism or construction damage is not covered under the Policy;

- excluding adjustments where a dwelling is unoccupied and/or vacant for 60 days or more;

- provision of a Water Leak Adjustment Request Form (refer to Appendix ‘B’ of report FCS07101) that provides customers an overview of the policy, eligibility requirements and a clear application form to obtain information for leak adjustment requests to be processed in a consistent and timely manner; and

- enhancing water conservation by promoting a “High Water Read” notification program to notify customers soon after an incident of high water consumption is detected and to provide leak detection information.

**ALTERNATIVES FOR CONSIDERATION:**

The following section looks at different options that could be considered to address those instances when a metered water and/or wastewater customer receives an abnormally high bill as a result of a service plumbing leak:
1) **Maintain existing Policy** – the current Policy has shortcomings that in part reflect the goals and objectives of some 10 years previous. To continue the existing policy would amount to foregoing the potential for improved utilization of water and wastewater services and the potential to educate and improve the awareness of water issues to customers, as well as, the potential to alleviate some financial costs to customers. This option is not recommended.

2) **Discontinue existing Policy** – eliminating the current policy of providing any financial assistance for those metered water and wastewater customers who experience high bills caused by unintentional water leaks that they repair in a reasonable timeframe would be consistent with most Canadian municipalities. However, the City has recognized the financial hardships posed from high bills resulting from water leaks as defined, by providing the current policy for the last decade. With the transition to universal water metering there have been more claims submitted over the last few years. Given the goals of water conservation and the demonstrated needs to be able to address abnormal high water and wastewater bills caused by water leaks, this option is not recommended.

**FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**

Financial – It is expected that the recommended Water Leak Adjustment Policy will yield sufficient cost savings to offset the expected costs to implement an effective “High Water Read” notification program.

Staffing – N/A

Legal – The recommendations contained in this report may result in minor amendments to the City’s Waterworks By-law and the Service Agreement between the City and Horizon Utilities Corporation.

**POLICIES AFFECTING PROPOSAL:**

N/A

**RELEVANT CONSULTATION:**

Horizon Utilities Corporation
City Manager’s Office, Legal Services
Public Works, Water and Wastewater Division

**CITY STRATEGIC COMMITMENT:**
By evaluating the “Triple Bottom Line”, (community, environment, economic implications) we can make choices that create value across all three bottom lines, moving us closer to our vision for a sustainable community, and Provincial interests.

Community Well-Being is enhanced. ☑ Yes ☐ No
Public services and programs are delivered in an equitable manner that is coordinated, efficient, effective and easily accessible to all citizens.
The recommended policy will encourage conservation participation and ensure financial relief is provided for a reasonable period.

Environmental Well-Being is enhanced. ☑ Yes ☐ No
Consumption of all natural resources is reduced.
Consumption of water may be reduced.

Economic Well-Being is enhanced. ☑ Yes ☐ No
Hamilton's high-quality environmental amenities are maintained and enhanced.
The following policy will encourage conservation and participation by water users, thereby reducing the level of water treatment and withdrawal of water by the City.

Does the option you are recommending create value across all three bottom lines? ☑ Yes ☐ No
Yes

Do the options you are recommending make Hamilton a City of choice for high performance public servants? ☑ Yes ☐ No
Yes
POLICY TITLE: City of Hamilton Water Leak Adjustment Policy

POSITION RESPONSIBLE FOR TASK: Senior Financial Analyst, Policy and Projects

POLICY NO: PP-0005    LAST REVISION DATE: 9/6/1997
EFFECTIVE DATE: 11/28/2007    MANAGER REVIEWED: Mike Zegarac
TO BE REVIEWED: 11/1/2012
MAINTENANCE RESPONSIBILITY: Policy and Projects Section

I GENERAL

The City of Hamilton’s Water Leak Adjustment Policy (“Policy”) provides residential and non-residential customers who utilize City water services financial assistance in regard to the repair of water leaks on private property, excluding any water leaks in the water service pipe. A “water service pipe” is defined as the pipe on the private property which conveys potable water from a City watermain to the inside of the building on the property. The Policy affords an opportunity for customers to request adjustments to water and wastewater use charges where such leak has been repaired by completing the Water Leak Adjustment Request Form.

II BACKGROUND

In 1997, the former Regional Municipality of Hamilton-Wentworth (“Region”) approved a policy called the “Plumbing Relief Policy” to address abnormally high water bills resulting from plumbing failures. Previous to the approval of this policy, the Region did not have a policy for staff to address those instances when a metered water customer receives an abnormally high bill as a result of a plumbing failure. Though the customer is responsible to repair leaks on service plumbing, it was recognized that a high water/wastewater bill resulting from an unintentional water leak can present financial hardship to a customer.

The Plumbing Relief Policy has been replaced with this Water Leak Adjustment Policy to continue to provide the opportunity to educate the consumer about the impact of water leaks while ensuring the financial impact of the increased water consumption is capped at a reasonable level.
III POLICY

PURPOSE

To provide an opportunity for customers to request adjustments to water and wastewater use charges where a Leak has been repaired in the water system on the customer’s side of the water meter in a reasonable timeframe.

DEFINITIONS

**Horizon:** Horizon Utilities Corporation.

**Leak:** An unintentional water loss caused by broken and/or malfunctioning plumbing fixtures and/or pipes within a residence or building. A leak occurs when there is a failure of the plumbing system to do what it was designed to do.

**Unoccupied:** An unoccupied dwelling and/or building is a dwelling and/or building in which occupants are absent from the property for a time period of sixty (60) consecutive calendar days or more, due to such matters as an extended vacation or prolonged illness.

**Vacant:** Regardless of the presence of furnishings, a vacant dwelling and/or building means the occupants have moved out with no intent to return. A newly constructed dwelling and/or building is also considered to be vacant after it is completed and before the occupants move in. A dwelling and/or building is also vacant when the occupants move out and before any new occupant moves in.

REQUIREMENTS

- An adjustment may occur only after all leaks have been repaired and verified with an actual meter read by the City’s agent, currently Horizon Utilities Corporation. Obtaining a third meter reading may be necessary, within a minimum of two weeks, to verify whether Leaks have been repaired and usage has returned to normal.

- Reasonable efforts to locate the Leak and initiate repairs must be taken by or on behalf of the customer within 120 calendar days after of the initial notification of increased water usage provided to the customer by Horizon. Notification may include, but is not limited to, a written notice delivered to the owner or occupant or a courtesy phone call. Exceptions may be considered for extraordinary circumstances.

- The customer must complete in full the *Water Leak Adjustment Request Form* and provide documentation of repairs made prior to being approved for an adjustment within 120 calendar days after the date of final repair(s).
• There is no extension of the due date or the time for paying water and/or wastewater bills because of a pending adjustment request. Customers are advised to pay the entire amount due with the normal payment period or enter into payment arrangements for the excessive amount in order to remain in good standing on all current billings. Reimbursements will only occur when an adjustment request is granted.

WATER/WASTEWATER BILLING ADJUSTMENT

Leak adjustments are discretionary and will only be granted as follows:

• Each metered service shall only be allowed one adjustment during a 12 consecutive month period following a prior water/wastewater billing adjustment.

• Adjustments will only be for a maximum adjustment period of 240 calendar days (120 calendar days prior and 120 calendar days after the initial notification of the increased water usage provided to the customer by Horizon.

• Water usage MUST EXCEED 2 TIMES (200%) the AVERAGE of the similar period from the previous year. If no history is available, meter readings will be obtained to project normal usage. If projection is not possible, class averages will be used to determine normal usage for the adjustment calculation.

• Adjustments for large commercial, industrial and institutional customers will be capped at $5,000 (maximum combined water and wastewater adjustment) indexed by the approved annual water rate percentage increase approved by City Council. There is no adjustment cap for residential and small commercial customers.

• No adjustments will be granted where:

  a) usage above the customer’s average monthly consumption is due to seasonal usage such as watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc. as this describes water services knowingly used by the customer;

  b) water loss is due to theft, vandalism or construction damage as the responsibility to resolve these issues lies with the customer;

  c) Leak was caused by a third party from whom the customer is able to recover their costs;
d) dwelling and/or building is Unoccupied and/or Vacant for 60 calendar days or more. Customers have the responsibility to arrange for a competent person to enter their dwelling regularly to monitor the dwelling’s condition eg. ensure that heating has been maintained. For extended absences, customers should consider shutting off the water supply (except where water is used for heating) and draining all the pipes and appliances.

The following example illustrates how the adjustment is calculated based on rates in effect as of January 1, 2007:

For this example, the normal monthly average water consumption is 30 cubic metres per month.

<table>
<thead>
<tr>
<th>Water Consumption</th>
<th>Dollar Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Water Bill 350 c.m.</td>
<td>$319.55</td>
</tr>
<tr>
<td>2 Wastewater Bill *</td>
<td>319.55</td>
</tr>
<tr>
<td>Total water and wastewater bill</td>
<td>$639.10</td>
</tr>
<tr>
<td>3 Prior 12 month average 30 c.m.</td>
<td>$27.39</td>
</tr>
<tr>
<td>4 Customer responsibility (12 month average * 2) 60 c.m.</td>
<td>$54.78</td>
</tr>
<tr>
<td>5 Consumption eligible for adjustment [1 - 3] 290 c.m.</td>
<td>$264.77</td>
</tr>
<tr>
<td>Wastewater adjustment *</td>
<td>264.77</td>
</tr>
<tr>
<td>Total water and wastewater bill adjustment</td>
<td>$529.54</td>
</tr>
</tbody>
</table>

* Wastewater surcharge = 100% of water consumption
WATER LEAK ADJUSTMENT REQUEST FORM

The City of Hamilton’s Water Leak Adjustment Policy (“Policy”) provides customers who utilize City water services financial assistance in regard to the repair of water leaks on private property, excluding any water leaks in the water service pipe. A “water service pipe” is defined as the pipe on private property which conveys potable water from a City watermain to the inside of the building on the property. The Policy recognizes the hardship to customers by affording an opportunity for customers to request adjustments to water and/or wastewater use charges by completing this form. A “leak” is defined as an unintentional water loss caused by broken and/or malfunctioning plumbing fixtures and/or pipes within a residence or building so that a leak occurs when there is a failure of the plumbing system to do what it was designed to do.

Leak repairs must be completed within 120 calendar days after the customer was initially notified of increased water usage by the City’s billing agent, Horizon Utilities Corporation (“Horizon”). This form must be completed and filed with Horizon no later than 120 calendar days after the date of final repair(s). Failure to request a review within this time period waives your opportunity for an adjustment. Each metered service shall only be allowed one bill adjustment during a 12 consecutive month period and will only occur after all leaks have been repaired and verified with an actual meter read(s) by Horizon following the date of repair(s). Please note that by making this request, you are consenting to the City or its representative having the right of access to your property for the purposes of an inspection to determine whether the leak was repaired.

Bill adjustments will only be granted where water usage EXCEEDS 2 TIMES (200%) the AVERAGE of the similar period from the previous year with a maximum adjustment period of 240 calendar days. Claims will not be approved for usage above the customer’s average monthly consumption due to watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc. as this describes water services knowingly used by the customer. Water loss due to theft, vandalism or construction damage is not covered under the Policy. Resolving these issues is the responsibility of the customer.

No adjustments will be granted if a dwelling is unoccupied and/or vacant for 60 calendar days or more. Customers have the responsibility to arrange for a competent person to enter their dwelling regularly to monitor the dwelling’s condition. For extended absences, customers should consider shutting off the water supply (with the exception where water is used for heating purposes) and draining all the pipes and appliances.

In order to process your water leak adjustment request in a timely manner, we have provided a request form for you. IF NOT COMPLETED IN FULL, YOUR REQUEST WILL BE RETURNED TO YOU. Return completed form with supporting documentation to:
Appendix ‘B’ to FCS07101 – Page 2 of 3

Horizon Utilities Corporation
P.O. Box 2249
Station LCD 1,
Hamilton, ON L8N 3E4
For questions call (905) 522-9200 (Office Hours 8:30 am to 4:30 pm)

Request Date: ______________________   Account Number: ____________________

Customer’s Name on Account: _____________________________________________

Mailing Address: ________________________________________________________

Service Address (if different from above):
______________________________________________________________________

Date(s) of High Bill(s): ___________________ Repair Date: _____________________

♦ Describe what was done to fix or correct the water leak problem(s). Proof of repair is
required and must be submitted with this form (ie. plumber itemized invoice, repair parts
itemized receipt, or other documentation supporting any repairs).
_____________________________________________________________
_____________________________________________________________
_____________________________________________________________
_____________________________________________________________

♦ Will you be receiving any monetary assistance from a third party for this high bill?
Please list any sources and amounts.
_____________________________________________________________

♦ Will or have you submitted a claim with your homeowners’ or tenants’ insurance
company? If so, what has been the insurance company’s response? Please provide copies
of the insurance company’s response.
_____________________________________________________________

♦ Has a water leak adjustment been made for this service address on any previous
occasion?
☐ Yes when? ___________________ ☐ No

♦ How many people reside at the service address? ______________________

As the customer for the above noted property, I hereby apply for reimbursement under
the City of Hamilton’s Water Leak Adjustment Policy. I confirm that the above and
attached information are true and accurate.

Customer’s Name: ______________________   (Please print)

Customer’s Signature: ______________________
If necessary, how would you like to be contacted by Horizon/City of Hamilton staff for follow-up?

☐ by phone  _____________________ (Please provide daytime contact #)

☐ via e-mail:  _____________________

PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your bill. As your account must remain current and to avoid additional service charges, customers are advised to pay the water and/or wastewater amounts due while your adjustment is pending. Any unpaid amounts pending consideration of a water leak bill adjustment will be treated in the same manner as all other unpaid accounts. Reimbursement will only occur once a water leak adjustment request is granted.

Notice of Collection of Personal Information Under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Personal information on this form is collected under the authority of the Municipal Act, 2001, S. O. 2001, c. 25, as amended. This information will be used in the consideration of your water leak adjustment request and the implementation of the City of Hamilton’s water leak adjustment policy.

Questions about this collection should be directed to the Senior Financial Analyst, Policy and Projects, Budgets and Finance Division in the Corporate Services Department, City of Hamilton.

Mailing address:
City of Hamilton
City Centre
77 James St. N., Suite 400
Hamilton, ON   L8R 2K3

Phone: (905) 546-2424 ext. 7298