

TOWN OF MAIDSTONE POLICY MANUAL	SECTION XIII – WATER PROCEDURES
	POLICY – LEAK PROTECTION
	Date of Approval: May 17, 2022 Council Resolution: 158-22
<p><u>BACKGROUND</u></p> <p>In 2021, a new water and sewer rate structure was introduced under Bylaw 04-2021, which was designed to capture revenue based on actual usage rather than potential usage. This was achieved by decreasing the minimum allowances afforded to consumers. However, said decreases also increased the risk of significant charges levied against an individual in the event of a water leak.</p> <p>Water leaks can arise and continue undetected. They can also occur when the property owner is away. The Town does not intend to generate revenue from such accidents.</p> <p><u>PURPOSE OF POLICY</u></p> <p>To ensure that utility customers are not unduly charged for water they did not intend to use.</p> <p><u>POLICY</u></p> <ol style="list-style-type: none"> 1. Each utility account is eligible for two leak adjustments from February 28, 2022 to June 30, 2023. 2. The holder of the account must consent to a leak adjustment. 3. The method of calculating the leak adjustment shall be: <ul style="list-style-type: none"> • The median usage as recorded on the most recent utility bills to a maximum of six bills. <p><u>PROCEDURE</u></p> <ol style="list-style-type: none"> 1. Every billing cycle, each water meter reading will be examined for: <ol style="list-style-type: none"> a) A 24-hour cycle of continual usage; and, b) Water usage more than 50% greater than the same billing period in the previous year. 2. Accounts which meet the standards set out in section 2. shall be placed on the Leak Report. 3. Accounts on the Leak Report shall have their water meters read monthly. 4. Subject to sections 5. and 6., customers who hold accounts appearing on the Leak Report will be contacted by phone concerning: <ol style="list-style-type: none"> a) A potential leak at the premises; and, b) The leak protection policy. 5. Customers whose adjusted usage results in a higher bill than their actual usage may not be contacted. 6. Customers whose accounts have appeared on the Leak Report for more than three consecutive months may not be contacted. 	
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