

<b>TOWN OF MAIDSTONE</b>  <b>POLICY MANUAL</b>	<b>DIVISION V – RATES &amp; FEES</b>
	<b>POLICY – LEAK PROTECTION</b>
	<b>Date of Approval: June 6, 2023</b>

**BACKGROUND**

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.

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.

**POLICY**

Utility customers should not unduly be charged for water they did not intend to use.

**PROCEDURE**

1. Each utility account is eligible for one leak adjustment every three (3) years.
2. The holder of the account must consent to a leak adjustment.
3. The method of calculating the leak adjustment shall be the median usage as recorded on the most recent utility bills to a maximum of six bills.
4. In the event usage data pursuant to Section 3. is unavailable, the leak adjustment shall be the flat fee minimum charge as described in the current utility rate bylaw.