



Utility Charge Adjustment Request Form

Property Address:		
Brief Explanation of Problem:		
Date of Repair:	Leak Repaired by:	Contact # of repair person:
Owner Signature:	Date:	Phone #:
Email Address:	Owner Mailing Address:	
<p>Important Information: Copies of invoices, receipts and/or photos to substantiate that the repairs have been carried out must be submitted with this application. This form must be submitted within 60 days of the leak notification date.</p>		
<p>Leak Relief Policy:</p> <ul style="list-style-type: none"> Only one utility charge adjustment per property shall be permitted within a thirty-six month period. Water leak relief is only eligible for leaks from the meter connection to the house main stop (relief will not be granted for leaking faucets, running toilets, or other appliances inside the house). If CWD becomes aware of abnormal water consumption or suspects a water leak CWD will notify the customer by mail. It is the responsibility of the property owner to ensure the property owner address on file with CWD is current. The adjustment period will be limited to the previous billing period plus up to four weeks into the next period (if the leak spans two billing periods). Consumption during the leak period will be adjusted based on the average daily consumption over the past four billing periods prior to the leak occurrence. Leaks repaired within three weeks are eligible for a relief of 75% on consumption caused by the leak within the adjustment period. Leaks repaired after three weeks but within four weeks of notification will be eligible for 50% relief on consumption caused by the leak within the adjustment period. No relief shall apply to leaks repaired after four weeks from the date of notification. The adjustment will not be applied until CWD has confirmed that the repair has been completed. 		
<p>Completed forms may be mailed, faxed or emailed to the CWD office 2564 Clearbrook Road, Abbotsford BC V2T 2Y5 Fax 604-850-7862 office@clearbrookwaterworks.com</p>		