



**Town of Whitchurch-Stouffville
Administrative Policy & Procedure AP88**

High Water Consumption Credit Policy

Effective:	March 3, 2020	Supersedes:	
Applicable to:	Water and Wastewater Residential Customers	Authority:	CAO

1. Policy Statement:

The Town of Whitchurch-Stouffville is committed to formalizing a well-defined, equitable and transparent process in the event of a High Water bill situation/dispute.

2. Purpose:

To provide a formal mechanism to grant financial assistance to qualifying residential customers in respect of unusually High Water and/or wastewater fees or charges, resulting from leaks.

The Town shall provide this financial assistance by way of a High Water Consumption Credit (“Credit”) against the water and wastewater fees and charges ordinarily imposed under the Town’s Fees and Charges By-law. The Credit is intended to provide partial reimbursement to residential customers who suffer significant, unexpected, unintended increased fees and charges due to leaks, and to encourage prompt repair of such leaks.

3. Objective:

The main objectives of adopting a High Water consumption forgiveness credit policy are:

- To provide a consistent approach in responding to High Water bill situations
- To establish a transparent process for Town staff and customers to follow
- To establish a clear threshold for High Water bill situations
- To reduce the investigative burden on both operational and administrative staff
- To provide relief for customers who have experienced a catastrophically High Water consumption situation

4. Definitions:

“Average”: equals one year’s water consumption for the subject property divided over twelve (12) months.



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“High Water Consumption Bill”: Water consumption that exceeds the average of one-year’s water consumption for the subject property.

“High Water Consumption Credit”: a credit that is applied on the account for an approved High Water bill adjustment application.

“Residential”: Properties as defined by the Municipal Property Assessment Corporation that are classified in the realty tax class “R” (Residential) and a realty tax qualifier “T” (taxable).

5. Scope and Eligibility:

- a. Only residential water accounts qualify for adjustments under this policy.
- b. The Credit must be requested within 90 days following the issue date of a High Water consumption bill.
- c. The Town shall apply any Credit by means of a payment against the customer’s water and wastewater account of the service address in dispute.
- d. Water consumption indicated on the bill must exceed the customer’s average monthly consumption and be greater than 30 cubic meters. Where 12 months of consumption is not available, the average will be determined to as far back as data is available that relates to the current account holder or in the absence of past data, 25 cubic meters per month is to be used.
- e. To receive the Credit the customer must show proof of repair (example; repair invoice, statement of repair or receipt of parts within the 90 days following the High Water consumption bill).
- f. The application for consideration under this policy requires the following:
 - i. A completed High Water Consumption Credit form
 - ii. Proof of repair as stated above in “e”
- g. This policy does not apply to water usage due to filling a pool or spa, irrigation system, improperly installed or unmaintained water devices such as hot water tanks, tankless water units, water softeners, water filtration systems or other similar uses of water.
- h. A residential property is eligible for one Credit per 12-month period and twice in ten years, regardless of a change in ownership.
- i. Water loss due to theft, vandalism, or construction damage is not eligible for a Credit.
- j. Properties that are vacant or unattended during the period of high consumption are not eligible for a Credit.
- k. The Credit will be calculated by Town staff and will be 50% of the difference between high-consumption and the average of the previous 12 months (using the rates that were in effect at the time of the high consumption).



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- I. The policy may be applied to an account currently in a payment plan resulting from High Water consumption, at the discretion of the CAO, and only to a balance remaining unpaid.

6. Procedure:

Customer to submit High Water Consumption Credit Form:

- Send signed and completed form to the Revenue and Taxation department
- Revenue and Taxation staff will review and determine eligibility.
- The Credit will be calculated as follows:

	Consumption (m³)	Rate (\$)	Amount (\$)
<i>High Water bill</i>	A	D	A x D
<i>Average water bill</i>	B	D	B x D
<i>Amount eligible for adjustment</i>	C = A - B	D	(C x D x 50%)

*where average is available or as defined in part d under Scope and Eligibility

- Written notification of the credit will be issued to the account holder via electronic mail or regular mail and applied to the account
- Any appeals can be escalated within 30 days from the date of the final decision to the CAO.
- A final decision with respect to an appeal will be issued to the account holder via electronic mail or regular mail.

7. Governance:

1. The Manager of Revenue and Taxation is responsible for the calculation of the credit to be offered and for the receipt of the required documentation.
2. The Director of Finance and Technology Services or designate will approve the application of the financial relief.
3. The CAO may receive and determine the merit of an appeal.



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High Water Consumption Credit Form

High Water Consumption Credit

This form is to provide financial assistance to qualifying residential customers in respect of unusually high water and/or wastewater fees or charges, resulting from leaks.

You can submit this request online or print it off once you are finished entering in all the fields by right clicking and selecting print and mailing your request to:

**Town of Whitchurch-Stouffville
Revenue & Taxation – Water
111 Sandiford Drive
Stouffville, ON L4A 0Z8**

Your name *

Please provide your name

Service address for the high water bill account *

Please provide your mailing address

Please provide your water account number *

Please provide your water account number

Please provide your telephone number *

Please provide your telephone number

Please provide your email address *

Please provide your email address

Date of invoice with high consumption *



Description of leak issue *



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Location of leak *

Location of leak

Date the leak was repaired * Copy of receipt(s) relating to repair must accompany

