



TOWN OF LUMSDEN POLICY

Title: **Water Leaks and Increased Water Consumption**
Effective: February 13, 2024
Amended: June 25, 2024

Purpose:

To provide guidelines and financial assistance to property owners within the Town of Lumsden who experience significant water leaks and increased water consumption costs as a result of a faulty water meter. It must be proven that the municipality's water meter is faulty.

Scope:

1. The Town of Lumsden provides potable water to the boundary of a property; water subsequently passes through a metered service connection becomes the responsibility of that property owner.
2. This policy applies to all Town of Lumsden property owners.
3. This policy will describe the process for applying for financial assistance for significant water leaks resulting in increased water consumption costs.
4. This policy is not intended to provide full compensation to customers for water consumption charges resulting from a water leak on their property. However, Council may consider providing a partial rebate, subject to the provisions of this policy being met.
5. The intent of this policy is to provide a one-time rebate on the costs associated with water consumption only (sewer and other fees cannot be claimed); subsequent claims under this policy will not be accepted.

Application Criteria & Process:

1. The property owner or its designate must have experienced an increase of at least 150% of normal water consumption.
2. The property owner or its designate must declare in writing that the abnormally high water usage was as a result of an undetected water leak.
3. The claim must contain supporting documentation that the water leak was repaired immediately (within 30 days of a water consumption invoice being issued or after the customer was made aware of its existence).
4. The claim must include a statement or invoice from a licensed plumber indicating the cause and location of the water leak and that it has been repaired or in the case where a plumber was not employed, a declaration by the owner with the equivalent details.

5. The written request must be addressed to the Town of Lumsden and can be submitted via email at town.lumsden@sasktel.net, by mail at PO Box 160, Lumsden, SK S0G 3C0, or hand delivered to the municipal office at 300 James Street North, Lumsden, SK.
6. If a decision is made by Council to provide a rebate, it will be applied to the utility account as a credit.

Claims That Will Not Be Accepted:

1. Interest charges on unpaid water accounts.
2. Secondary occurrences on the same property, by the same owner, whether related or unrelated to the first claim.
3. Incomplete claims.
4. Claims for costs other than water consumption.
5. Claims for which the cause or source of the leak remains unknown.

Calculating The Claim:

1. The average of the previous three (3) water consumption readings (in the same quarter, from the previous three years) will be subtracted from the consumption in the billing period for which the leak commenced. The remaining consumption amount will be the estimated volume of water lost.
2. Council may choose to provide a rebate of up to 50% of the estimated volume of water lost, or a maximum of \$1,000.00, whichever is less.