



## HIGH WATER BILL ADJUSTMENT REQUEST FORM

The City of Brantford High Water Bill Adjustment Policy ("Policy") provides residential customers, limited financial assistance in regard to the repair of high water leaks on private property, excluding any water leaks in the water service pipe and external taps. Commercial, industrial and income producing residential rental property owners are not eligible under the Policy. Residential tenant account holders are eligible subject to meeting all other requirements of the Policy.

**This form must be completed and filed with the City of Brantford no later than 120 calendar days after the date of final repair(s).** Failure to request a review within this time period waives your opportunity for an adjustment. An adjustment may only occur after all leaks have been repaired and verified. An actual meter reading may be required. Please note that by making this request, you are consenting to the City or its representative having the right of access to your property for the purposes of an inspection to determine whether the leak was repaired within 30 calendar days of a City request for such an inspection. **If an adjustment is granted, this is a one-time only adjustment per property/owner every (10) ten years.**

**Bill adjustments will only be granted where water usage EXCEEDS 2 TIMES (200%) the AVERAGE consumption of the previous 12 months.** If no history is available, meter readings will be obtained to project normal usage. If projection is not possible, actual consumption of similar customers will be used to determine normal usage for the adjustment calculation.

**Claims will not be approved for usage above the customer's average monthly consumption due to watering of sod, gardening, filling swimming pools or whirlpools, washing vehicles, etc.** as this describes water services knowingly used by the customer. Water loss due to theft, vandalism or construction damage is not covered under the Policy. Resolving these issues is the responsibility of the customer.

**No adjustments will be granted if a dwelling is unoccupied and/or vacant for 72 hours or more.** For extended absences, customers should consider shutting off the water supply (with the exception where water is used for heating purposes) and draining all the pipes and appliances.

**No adjustments will be granted if the leak was caused by a third party from whom the customer is able to recover their costs.**

**No adjustments will be granted where high water usage is identified from a "catch-up" billing following a minimum of 2 consecutively estimated billings.** Actual meter readings are necessary for bills to reflect actual higher water usage to trigger the associated leak detection and subsequent any leak repairs. Customers are advised on their water bill if the billing is based on an estimated read.

**Return the completed form with supporting documentation by one of the following methods:**

**Mail:** City of Brantford Customer Services - Utilities  
P.O. Box 515  
Brantford, ON. N3T 6L6

**E-mail to:** [customerservices@brantford.ca](mailto:customerservices@brantford.ca)

**For questions** please call 519- 756-1360 (Monday to Friday Office Hours 8:30 am to 4:30 pm)

Date Requested:	Customer /Account Number:	Customer's Name on Account:
Mailing Address:		Service Address (if different than Mailing Address):
Date(s) of High Bill(s):	Repair Date:	
Describe what was done to fix or correct the High Water Leak problem(s). Proof of repair is required and must be submitted with this form (i.e. plumber itemized invoice, repair parts itemized receipt, or other documentation supporting any repairs).		
Will you be receiving any monetary assistance from a third party for this high bill? Please list any sources and amounts.		
Will or have you submitted a claim with your homeowners' or tenants' insurance company? If so, what has been the insurance company's response? Please provide copies of the insurance company's response.		
Has a High Water Leak adjustment been made for this service address on any previous occasion? <input type="radio"/> No <input type="radio"/> Yes, when?		
Was property vacant/unoccupied <input type="radio"/> No <input type="radio"/> Yes	If Yes, please provide the period of time when leak occurred? of the vacancy?	
As the customer for the above noted property, I hereby apply for reimbursement under the City of Brantford High Water Leak Adjustment Policy. I confirm that the above and attached information are true and accurate.  Customer's Name: (Please print) _____  Customer's Signature: _____	If necessary, how would you like to be contacted by City of Brantford Customer Services Staff?  Telephone (daytime #): _____  Email: _____	

**Please scan and attach invoices, receipts and photos of the repairs to email or mailed paper copy.**

Indicate below what attachments you have included with this request.

Plumber's invoice(s)       Hardware receipt(s)       Photographs of leak area

**PLEASE NOTE: Completion of this form does not guarantee an adjustment will be made to your bill. Reimbursement will only occur once a High Water Bill adjustment request is granted. This information will be used in the consideration of your High Water Bill adjustment request and the implementation of the City of Brantford High Water Bill adjustment policy.**

**Notice of Collection of Personal Information Under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)** *Personal information collected is pursuant to the Municipal Freedom of Information and Protection of Privacy Act, as amended, under the authority of Part XII of the Municipal Act, as amended, and will be used for the purposes of administration of the municipal water and sewer services. Questions about this collection should be directed to the City Clerk's Division, City of Brantford, 100 Wellington Square, P.O. Box 818, Brantford, Ontario, Canada N3T 5R7.*