



# GEORGINA

26557 Civic Centre Rd.  
Keswick, Ontario L4P 3G1

## [High Consumption Water Bill Request for Adjustment Application](#)

Please complete this form and return it to the Town of Georgina by mail, email [revenue@georgina.ca](mailto:revenue@georgina.ca) , or in person including a receipt/ proof of leak repair.

Account Number \_ \_ \_ \_ \_

Customer Name \_\_\_\_\_ Service Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Email Address \_\_\_\_\_

Billing Date of High Consumption Bill \_\_\_\_\_

Brief description of leak and how it was repaired: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date leak was repaired \_\_\_\_\_

**In order to be eligible for this adjustment, the below circumstances must apply to you:**

- a. Only active water accounts qualify for adjustments under this policy. Final billings will not be eligible for an adjustment.
- b. This policy does not apply to water usage due to filling a pool or spa, irrigation system or other similar uses of water.
- c. A completed application form must be received within 90 days following the issue date of a high consumption bill.

- d. In order to qualify for a one-time 50% adjustment on the consumption portion of the bill, Water consumption indicated on the bill must exceed 3 times the customer's average quarterly consumption over the past 3 years or since start of account creation if less than 3 years and be greater than 62 cubic meters. Catch-up bills will not qualify for this adjustment
- e. Account must be in residents name for a minimum of 1 year to be eligible.
- f. To receive the leak adjustment the customer must show proof of repair (example; repair invoice, statement of repair or receipt for parts) or be able to demonstrate with high reasonability that the cause of the high consumption has been rectified.
- g. A customer is only eligible for one 50% leak adjustment (consumption only) over a 5-year timeframe per service address.
- h. For a leak that occurs over multiple billing cycles, only 1 bill will be eligible for the adjustment.
- i. The property cannot be vacant or unattended during the timeframe when the leak occurred.
- j. Water loss due to theft, vandalism, or construction damage is not eligible for an adjustment.
- k. Any adjustment will be calculated using the rates that were in effect at the time of consumption.

**Maximum Adjustment:**

The maximum adjustment that will be granted will be \$2,000.

**I, \_\_\_\_\_ understand and confirm that the above qualifications are met and all statements in the leak adjustment request are accurate.**

Date \_\_\_\_\_ Signature \_\_\_\_\_