



High consumption water bill request for adjustment application

Complete this form and return it to the Town of Georgina by email at revenue@georgina.ca, by mail or in person at the Civic Centre 26557 Civic Centre Rd, Keswick, ON L4P 3G1

Account information

12-digit account number (xxx xxxxxx xxx) _____

Name: _____

Service address _____

City/town _____ Postal code: _____

Phone number: _____ Email address: _____

Repair details

Billing date of high consumption bill _____

Date leak was repaired _____

Brief description of leak and how it was repaired:

Eligibility

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 per cent adjustment on the consumption portion of the bill, water consumption indicated on the bill must exceed three times the customer's average quarterly consumption over the past three years or since start of account creation if less than three 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 one 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 per cent leak adjustment (consumption only) over a five-year timeframe per service address.
- h) For a leak that occurs over multiple billing cycles, only one 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.

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

Signature: _____ Date: _____