

# Accidental Water Leak Adjustment Request

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The City of Vaughan recognizes that high water and wastewater bills resulting from a water leak can create a hardship to customers. The City of Vaughan's [Accidental Water Leak Adjustment Policy](#) provides customers an opportunity to request adjustments to water and wastewater consumption charges.

The policy provides one-time financial assistance to residential, residential tenant account holders and not-for-profit corporations who utilize City water services.

Institutional, commercial, industrial and income-producing residential rental property owners are not eligible for an accidental water leak adjustment under this policy. To be eligible for the City's accidental water leak adjustment:

- water usage must exceed two times (200 per cent) the average of the similar period from the previous year. The water leak adjustment amount is equal to half (50 per cent) of the water consumption amount exceeding normal usage. The water leak adjustment amount is also capped at \$5,000 (maximum combined water and wastewater adjustment).
- reasonable efforts, including hiring a plumber to locate the leak and initiate repairs, must be taken within 60 calendar days after receiving the water bill indicating the leak or initial notification of increased water usage provided by Alectra Utilities.
- the Accidental Water Leak Adjustment Request form must be completed and sent to the City of Vaughan's Environmental Services department at the address provided below within 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.
- all leaks must be repaired and verified with an actual meter read(s) by Alectra Utilities following the date of repair(s).

An extension for paying water and wastewater bills will not be provided because of a pending adjustment request. You are advised to pay the full

amount of the accidental high-water bill within the normal payment period while your adjustment request is being looked into or enter into a payment arrangement with Alectra Utilities for the accidental high-water bill amount to remain in good standing on all current billings. Institutional, commercial, industrial and income-producing residential rental property owners are not eligible for a accidental water leak adjustment under this policy.

Please refer to the City of Vaughan's [Accidental Water Leak Adjustment Policy](#) for details concerning eligibility and adjustment calculations.

To submit an accidental water leak adjustment request, contact Alectra Utilities at 1-833-253-2872 between 8:30 a.m. to 4:30 p.m. Alectra Utilities will perform a preliminary scan to determine if:

- a) You have received an adjustment previously.
- b) Water usage exceeds two times (200 per cent) the average of the similar billing period from the previous year.

If the criteria are met, your information will be forwarded to the City of Vaughan's Environmental Services department for investigation.

If the outcome of the investigation indicates the high bill is likely a result of an accidental water leak, this Accidental Water Leak Adjustment Request Form must be completed with the necessary attachments and returned to the City for consideration by email to [ES.waterleak@vaughan.ca](mailto:ES.waterleak@vaughan.ca) or by mail to:

City of Vaughan Joint Operations Centre (JOC),  
Environmental Services  
2800 Rutherford Rd.  
Maple, ON L4K 2N9

**Attention:** Accidental Water Leak Adjustment

**Please note, if this form is not completed in full or does not contain all the necessary attachments as deemed satisfactory by the City, your request will be returned to you.**

# Accidental Water Leak Adjustment Request



DATE: \_\_\_\_\_ ACCOUNT NUMBER: \_\_\_\_\_ **PLEASE PRINT CLEARLY**

NAME ON ACCOUNT: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_  
STREET NUMBER, NAME AND UNIT NUMBER CITY POSTAL CODE

SERVICE ADDRESS (If different from above): \_\_\_\_\_  
STREET NUMBER AND NAME CITY POSTAL CODE

IF NECESSARY, HOW WOULD YOU LIKE TO BE CONTACTED FOR FOLLOW-UP?

DAYTIME TELEPHONE: \_\_\_\_\_  
HOME WORK

EMAIL ADDRESS: \_\_\_\_\_

DATE(S) OF BILL(S) WITH ACCIDENTAL WATER LEAK(S): \_\_\_\_\_

REPAIR COMPLETION DATE: \_\_\_\_\_

DESCRIBE WHAT WAS DONE TO FIX OR CORRECT THE 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? LIST ANY SOURCES AND AMOUNTS.

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

WILL YOU 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 AN ACCIDENTAL WATER LEAK ADJUSTMENT BEEN MADE FOR THIS SERVICE ADDRESS

ON ANY PREVIOUS OCCASION?  Yes  NO

WAS THE PROPERTY VACANT/UNOCCUPIED WHEN LEAK OCCURED?  Yes  NO

IF 'YES', PLEASE PROVIDE THE PERIOD OF TIME OF THE VACANCY (i.e. MM/DD/YY):

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As the account holder for the above noted property, I hereby apply for reimbursement under the City of Vaughan's Accidental Water Leak Adjustment Policy. I confirm that the above and attached information are true and accurate.

By signing this form, I \_\_\_\_\_ confirm that all of the statements included on this application are true and confirm that the water usage claimed is accidental. I further confirm that this request is not related to any of the following: filling of a pool, spa, hot tub or whirlpool; irrigation via sprinkler or irrigation systems; vehicle cleaning or any other use where I know, or ought to have known, about the consumption.

ACCOUNT HOLDER'S NAME (PLEASE PRINT):

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CUSTOMER'S SIGNATURE (FOR PAPER SUBMISSIONS):

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RETURN COMPLETED FORM WITH SUPPORTING DOCUMENTATION BY:

1. Email: **ES.waterleak@vaughan.ca**
2. Mail: City of Vaughan Joint Operations Centre (JOC), Environmental Services  
2800 Rutherford Rd.  
Maple, ON L4K 2N9  
Attention: Accidental Water Leak Adjustment

Please scan and attach invoices, receipts and photos of the repairs. Indicate below what attachments you have included with this request. Any missing information may cause a delay in the application process.

- Plumber's invoice(s)
- Hardware receipt(s)
- Photographs of leak area
- Other. Please specify: \_\_\_\_\_
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**PLEASE NOTE:** Completion of this form does not guarantee an adjustment will be made to your bill. As your account must remain current and to avoid additional service charges, customers are advised to pay the water and/or wastewater amounts due while your adjustment is pending. Any unpaid amounts pending consideration of a water leak bill adjustment will be treated in the same manner as all other unpaid accounts. Reimbursement will only occur once a water leak adjustment request is granted.

Notice of Collection of Personal Information Under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Information Protection and Electronics Documents Act (PIPEDA).

Personal information on this form is collected under the authority of the Municipal Act, 2001, S. O. 2001, c. 25, as amended. This information will be used in the consideration of your accidental water leak adjustment request. For additional information please refer to Policy: 12.C.13 Accidental Water Leak Adjustment.