



Directive

Water Billing Adjustment Program

Policy Statement

Strathcona County may provide a rebate, credit, or debt forgiveness of up to 50% of any Abnormal/Excess Charges on a residential property owner's utility bill when the water consumption is more than three times that property owner's seasonal average.

Purpose

The purpose of this directive is to provide options that may reduce financial hardship for residents through an adjustment to their water and sewer utility charges when high water consumption occurs due to a water leak or circumstances where cause of consumption is Unexplained or Unintentional.

Definitions

Abnormal Charge means the water and sewer usage charges that are greater than a customer's seasonal average charge, based on the account history of the particular customer.

Unexplained consumption means water loss where there is no immediately visible or apparent leak or other reason for the water loss.

Unintentional consumption means a jump in consumption caused by accidental and unexpected loss of water in circumstances where no water use was intended. This does not include intentional water use such as irrigation, pool or pond filling, vehicle or house washing, or other intentional uses of water, whether or not the resulting charge for the water use was expected.

Guidelines

1. A property owner that has been subject to an Abnormal Charge is responsible for initiating the request process for an adjustment. The application must be submitted on or before the due date of the utility bill with the Abnormal Charge. The request will include an acknowledgement that the applicant did not knowingly utilize water resulting in abnormal charges.
2. An adjustment will only be considered once every three years per residential property.
3. An adjustment may be issued for up to two consecutive utility bills based on when the problem was identified and rectified. Proof of repair will be required prior to a refund or credit being issued.

4. Approved property owners may be issued an adjustment in the amount of 50% of the Abnormal Charges for consumption of both water and sewage. The property owner remains responsible for all Fixed Fees for water, sewage, storm water, and waste, as well as for charges for the Seasonal Average, and 50% of the Abnormal Charge.
5. Requests that do not meet the program principles will be reviewed on an individual basis. These requests may require an investigation by the County. This may include circumstances where the cause of consumption is not known.
6. The decision on whether an adjustment will be made is in the sole discretion of Strathcona County, having regard to the totality of circumstances surrounding the Abnormal Charge.

Policy Record

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Replaces: N/A

Administrative Review: Utilities

Approved by:

Rob Coon
Chief Commissioner

December 6, 2018
Date