
Department:	Finance Department	Policy Code:	A09-FIN
Approval Date:	June 17, 2026	Approved by:	Council
Next Review:	Click here to enter a date.	Revision Date:	Click here to enter a date.

Purpose

The purpose of this policy is to establish a consistent and transparent process for reviewing requests for adjustments to water and wastewater charges resulting from unintentional leaks on the customer side of the water meter.

Under this policy, customers may request an adjustment to water and wastewater consumption charges after an accidental leak has been repaired by submitting a Water Leak Adjustment Request Form. Where required, the Township may also inspect, repair, or replace municipal equipment, such as water meters or Meter Transceiver Units (MXUs), as part of the review process.

This policy is intended to provide limited financial relief in appropriate circumstances, while maintaining the principle that property owners are responsible for water consumption registered through their meter.

Scope

This policy applies to all residential, commercial, and industrial water and wastewater accounts serviced by the Township.

This policy allows staff to address situations where an eligible customer experiences an abnormally high bill due to an unintentional plumbing failure. While property owners are responsible for maintaining plumbing systems and completing repairs, it is recognized that undetected leaks may result in significant and unexpected consumption.

This policy provides an opportunity to educate customers on water usage and leak detection, while partially mitigating the financial impact of accidental leaks.

Definitions

Leak: An unintentional loss of water caused by a failure in plumbing fixtures, pipes, or systems on the customer side of the meter.

High Consumption: Usage that exceeds normal historical consumption, typically defined as at least 200% of average usage.

Baseline Consumption: The typical usage for a property based on historical billing data.

Adjustment: A partial reduction applied to excess consumption charges in accordance with this policy.

Eligible Property: A residential, commercial and/or industrial account in good standing that meets all policy criteria.

Policy

Water and wastewater services are billed based on metered consumption. The Township does not provide general reductions to utility bills.

Notwithstanding the above, the Township may consider a one-time adjustment to water and wastewater charges where excessive consumption is determined to be the result of an unintentional leak and meets the eligibility criteria outlined in this policy.

All adjustments are discretionary and subject to verification, documentation, and approval in accordance with this policy. Approved adjustments will be applied as a credit to the utility account, reducing the account balance, and will not be issued as refund payments.

Procedure

Eligibility Criteria

Application from owner(s) may be considered where all the following conditions are met:

- The high consumption is the result of an unintentional leak within the plumbing system
- Water usage is significantly higher than normal, typically at least 200% of average usage historical consumption
- The consumption is determined by staff to be inexplicable and unreasonable relative to historical patterns
- The leak has been identified, repaired, and resolved, and consumption has returned to normal

- The customer has taken action to address the issue once aware
- Repairs have been completed prior to submitting an application
- The application is submitted within 60 days of the bill being issued

Minimum Threshold

- The total water and wastewater bill must exceed at least 200% of average usage consumption trigger to be considered
- Only the portion of consumption exceeding normal usage may be considered for adjustment

Adjustment Calculation

If approved:

- Baseline consumption will be determined using historical account data
- Up to 50% of the excess consumption above the baseline may be adjusted
- Adjustments may be applied to both water and wastewater charges
- Approved adjustments will be applied as a credit to the account and reflected on the account balance
- Adjustments will not be issued as a refund payments or cheques

Program Limits

- Maximum adjustment per occurrence: \$1,000
- Limit of one (1) adjustment per property every five (5) years
- No adjustments will be granted for ongoing or repeat leak conditions

Exclusions

Applications will not be approved where:

- Consumption is related to outdoor or discretionary water use, including pools, irrigation, ice rinks, or seasonal use
- A leak was known but not addressed within a reasonable timeframe
- The property was vacant or unoccupied 72 hours or more without appropriate preventative measures
- The water loss resulted from theft, vandalism, or third-party damage
- Consumption is due to estimated billing adjustments or meter access issues
- The property is under construction or major renovation
- The property has already received an adjustment within the eligibility period

Documentation Requirements

Applicants must provide:

- A completed application form
- A description of the leak and corrective actions taken
- Proof of repair (e.g., plumber invoice or receipt)
- Any additional information requested by staff

Application and Review Process

- Applications must be submitted within the required timeframe
- Accounts must remain current during the review process
- Customers are responsible for payment of billed amounts while the application is under review
- Staff will review historical consumption data, validate the leak, and assess eligibility
- Any approved adjustment will be applied directly to the account balance as a credit
- Where required, the Township may inspect, test, repair, or replace Township equipment, such as water meter or Meter Transceiver Unit (MXU), as part of the review and verification process

Approval Authority

- Staff may approve adjustments up to a maximum of \$1,000
- Requests exceeding \$1,000 will be referred to Council for consideration

Responsibility

Property Owner

- Responsible for all water consumption registered through the water meter, including water lost due to leaks on the customer side of the meter
- Responsible for maintaining all private plumbing systems, fixtures, and service lines beyond the meter
- Responsible for promptly investigating unusual consumption, identifying leaks, and completing necessary repairs
- Responsible for submitting complete and accurate applications, including all required supporting documentation within prescribed timelines
- Responsible for payment of all billed charges while an application is under review

Township of Springwater

- Responsible for administering this policy in a fair, consistent, and transparent manner
- Responsible for reviewing applications, verifying eligibility, and calculating adjustments in accordance with this policy
- Responsible for maintaining billing records and historical consumption data used to assess baseline usage
- May initiate inspection, testing, or investigation when warranted to verify consumption anomalies or potential equipment issues
- Responsible for communicating decisions and applying any approved adjustments to the customer account

Third-Party Service Provider

- Responsible for meter-related services on behalf of the Township, including installation, maintenance, testing, repair, and replacement of water meters and Meter Transceiver Units (MXUs)
- May be requested by the Township to investigate potential meter malfunctions or irregular readings as part of the application review process
- Provides findings and technical information to the Township to support decision-making under this policy

Limitations

- Neither the Township nor its service providers are responsible for leaks, water loss, or plumbing failures occurring on the customer side of the meter
- Approval of an adjustment does not imply fault, negligence, or liability on the part of the Township or its service providers

Authority

By signing below, the official representative validates that the policy has been approved by the appropriate Approval Authority (Council, Senior Management, Department Director).

Approval Authority Official Representative:	Mayor	Resolution or By-law #: C319C-2026
Signature:	Original signed by, Mayor Jennifer Coughlin	
Date signed:	June 25, 2026	