



**Policy No. GP-2023-01**  
**Leak Forgiveness Credit Policy**  
**Motion: 2023-039**

***Policy Purpose***

The purpose of this Policy is to:

1. Provide a standard as to which the Town will forgive unusually high water bills due to incidents resulting in leaks.
2. Outline the circumstances under which a resident can apply for an adjustment to their utility bill and how the amount forgiven is calculated.

***Policy Statement***

The Leak Forgiveness Credit Policy provides an opportunity for residents who have experienced unexpected and unintended increases in their utility bill due to leaks or plumbing issues to have a portion of their bill forgiven. Upon approval, this forgiveness shall come in the form of a credit applied to the utility account of the customer in the affected property. While repairing the plumbing system is the responsibility of the customer, the Town of Raymond recognizes that a significantly higher utility bill can cause financial stress. This Policy aims to provide assistance to customers who meet the qualifications.

***Definitions***

1. **AVERAGE MONTHLY CONSUMPTION** means the total amount of water used by a property within a one-year period divided by twelve (12) months.
2. **CREDIT** means the Leak Forgiveness Credit under this Policy.
3. **CUSTOMER** means the occupant of the property under which the Town provides water services.
4. **LEAK** means an unintentional water loss caused by a broken or otherwise malfunctioning plumbing system.
5. **PLUMBING SYSTEM** means the system of connected pipes, tanks, valves, and other apparatus that are required for the water supply of a building.
6. **PROPERTY** means the house or building for which a Town water line runs.
7. **SINGLE-FAMILY RESIDENTIAL** means properties classified as single-detached, semi-detached, duplex, or apartment dwellings.

## ***Eligibility***

This Policy only applies to single-family residential homes. Commercial, industrial, and institutional customers are not eligible under this Policy.

To qualify for a Leak Forgiveness Credit:

1. The customer must be serviced on the Town's water system and be located within Town limits.
2. The customer's utility account must be in good standing.
3. The utility bill must exceed two times (200%) the average monthly consumption.
4. The customer must apply within thirty (30) days of receiving their utility bill.
5. The customer must prove that the plumbing issue was not caused due to negligence.
6. The individual who pays the utility bill must be the one who applies for the credit.
  - 6.1. If a rental property tenant pays the utility bill, it is the responsibility of the tenant to submit the forgiveness request. Requests from landlords who do not pay the utility bill will not be considered.

Utility bill forgiveness credits will not be offered when:

1. The increased utility bill is due to filling a pool or hot tub, watering of a yard or garden, washing vehicles, or other recreational activities.
2. The property has been left unattended for over seventy-two (72) hours.
  - 2.2 It is the responsibility of the customer to ensure that the shut-off valve has turned off their water supply or that their property is being attended to should they be away from their property for extended periods of time.
3. The increased utility bill is due to theft, vandalism, or construction damage.
  - 3.3 The amount in damages must be worked out between the customer and the appropriate party/parties.

Customers can only apply for a Leak Forgiveness Credit once every five (5) years. If more leak incidents happen within this time frame, it is the responsibility of the customer to pay the utility bill in full.

## ***Procedure***

To apply for a credit under the Leak Forgiveness Policy, the customer must:

1. Complete the Leak Forgiveness Credit Application Form within 30 days of receiving their increased utility bill.
  - 1.1 This form will be made available on the Town of Raymond website and at the Town office.
2. Provide proof of damage or incident subject to inspection by a Town employee.

Successful applicants will receive a credit on their utility account for the amount forgiven on the customer's utility bill.

1. The credit will be calculated at 50% of the utility bill in excess of the average monthly consumption.
  - 1.1 The average monthly consumption is determined by the customers average water usage over the previous twelve (12) water readings.
2. The credit will be issued at a maximum of \$2000.00.

Credits will be issued upon proof of repair to the damaged plumbing system provided to the Town by the customer. Proof can be in the form of the following:

1. Receipts, invoices, or photographs from a plumber or repair person.
2. Inspection from a Town employee that water usage on the premises has returned to normal.



## Leak Forgiveness Credit Application Form

Customer Information	
Name	
Address	
Postal Code	
Telephone	
Email	
Water Account Number	
Cause of Leak	
Date of Notification of High Water Usage	
Property Status During Leak (Vacant or Attended)	

Mandatory supporting documents for submission:

- Copy of available water/wastewater bill(s) to be considered for water bill adjustment attached
- Expected date of repair \_\_\_\_\_

**I solemnly declare that the statements made and information provided in and with this application are true.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_