



Hamilton

## City of Hamilton Leak Protection Program

The City of Hamilton is changing our leak adjustment policy effective January 1, 2022. The following are qualifications for leak adjustments for the City of Hamilton:

1. It is the customer's responsibility to keep their plumbing system in good working order.
2. No customer shall receive more than one (1) leak adjustment that could incorporate a maximum of four (4) billing cycles during any twenty-four (24) month period.
3. To qualify for a leak adjustment, the eligible plumbing leak must generate a minimum additional charge of at least two (2) times the average of the past twelve (12) months' bills.
4. Adjustments on water bills will NOT be made on the following:
  - a. Residential customers who do not have an individual water meter and/or the meter is greater than 50mm in size;
  - b. Main-metered Multi-habitation;
  - c. Industrial, Commercial, and Institutional customers;
  - d. Leaks associated with structures that have been left or abandoned without reasonable care for the plumbing system (i.e., unattended homes that have not had the building control water valve turned off inside the structure and water drained from plumbing system or homes that have been left for any period of time without heat);
  - e. Leaks on water service lines, irrigation systems or irrigation lines;
  - f. Filling of water features, fountains or fish ponds, or leaks associated with water features;
  - g. Filling of, leaks associated with and/or general water usage associated with outdoor recreational activities such as, but not limited to, hot tubs, pools, slip-n-slides and sprinklers;
  - h. Watering of lawns or gardens; and washing or pressure-washing driveways, cars, windows or siding of any structure;
  - i. Negligent or intentional acts such as leaving water running (i.e., failing to winterize outside water faucets, leaving the outside faucet on, interior faucets left running and/or any other water left on in the home without a faulty plumbing issue), meaning there must be an actual break and repair for leak reimbursement; neglect of private property;
  - j. Leaks in any structure other than the primary residential structure, such as, but not limited to, detached garages or storage buildings;
  - k. Water loss due to theft, vandalism or construction damage;
  - l. Leaks associated with water-using equipment prohibited by the City's Waterworks Bylaw (for example, municipal water-powered backup sump pumps).
5. In the event of a qualifying leak adjustment, the customer will be responsible for paying their average bill. The average bill will be calculated using the previous twelve (12) months' bills, excluding the high bills pertaining to the qualifying leak. The leak adjustment amount will be reimbursed up to the City of Hamilton's chosen protection limit (\$2,500), less the customer's average bill.
6. The City of Hamilton shall not be obligated to make adjustments of any bills not submitted for adjustment within sixty (60) days from the billing date.
7. Customers must present proof that a leak has been repaired before an adjustment will be made (i.e., copy of invoice for materials or bill from plumber).
8. In any case where a customer might incur a leak before there is three (3) months of average usage, an adjustment will not be made until they have established three (3) months of average usage.
9. Any residential customer may request additional information concerning the City of Hamilton's Leak Protection Program administered by ServLine by calling 1-888-977-7471. The City of Hamilton's Leak Protection Program is the only way qualifying leak adjustments will be made for leaks occurring after January 1, 2022.