HIGH WATER LEAK ADJUSTMENT APPLICATION

CITY OF Welland

The intention of this program is to assist residential property owners who experience difficulties with payment of their water/wastewater bill due to high water leaks. This program is aimed at offering assistance to those customers who meet the following criteria:

- Consumption must exceed 2 times (200%) the average consumption
- Request must be made in writing by the homeowner to the Finance Division no later than 60 days following the issuance of the high water bill in question
- Proof of repair to the City's satisfaction must be provided prior to the account adjustment
- The adjustment will be credited to the homeowner's Water/Wastewater account and will only apply to the volumetric charges; no refunds will be provided
- Homeowner is only eligible for one (1) leak adjustment per two (2) years and no more than two (2) leak adjustments over a ten (10) year period
- Adjustments will be capped at a maximum of $1,000
- Payment in the amount of the last regular billing cycle must be made by the due date

Application Information

Property Address: _____ Date: _____

Water Account Number: _____

Period of time leak occurred: _____

Owner: _____

Phone: _____

Email: _____

Cause of leak: _____
_____

Proof of Repairs

Performed by: Owner: ☐   Contractor: ☐

Proof of Repairs performed attached: ☐ **(receipt for parts is acceptable if repaired by owner)**

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Disclaimer and Signature

I solemnly declare that the statements made in this application are true.

Signature: _____   Date: _____

Forward Completed Application & Supporting Documentation to City of Welland:
In-Person/Mail: 60 East Main Street, Welland, ON L3B 3X4 Attention: Finance Division
Email: finance@welland.ca
Fax: 905-732-1919

For Office Use Only	
Date Received: _____	Proof of Repairs Verified: ☐ YES ☐ NO
Assistance Granted: ☐ YES ☐ NO	Amount to be adjusted: $_____
Approved by: _____	Recipient Contacted Date: _____ Initial ☐