



WATER LEAK FORGIVNESS FORM

The Corporation of the Town of St. Marys

Public Works Department / Environmental Services

FORM

General Information			
Owner Name(s):			
Address:			
Town:		Postal Code:	
Email:		Telephone:	()-()-()
Provide a brief description of the issue that required the repair and how it occurred.			
Date Notified of High Water Usage (YYYY/MM/DD)		Date of Repair (YYYY/MM/DD)	
Property Status During Leak: <input type="checkbox"/> Occupied <input type="checkbox"/> Being Monitored / Inspected <input type="checkbox"/> Vacant			
Mandatory Supporting Documents for Submission: <input type="checkbox"/> Copy of Water / Wastewater Bill(s) to be considered for water bill adjustments <input type="checkbox"/> Copy of receipts / invoices for repairs <input type="checkbox"/> Copy of Water / Wastewater Bill following repairs demonstrating return to normal water usage I solemnly declare that the statements made and information provided in and with this application are true			
Print Name:	Signature:	Date (YYYY/MM/DD)	

For Office Use Only	
Date Received:	Received By:

Residential customers who experience a severe plumbing failure inside their homes can apply for a credit for a portion of the excess water and wastewater usage charges on their bill in accordance with the Town's Water Leak Forgiveness Policy.

The account holder shall submit the "Application Form" for the Town of St. Marys Water Leak Forgiveness Program to the Town for review. The "Application Form" shall be submitted via email to: publicworks@town.stmarys.on.ca Subject: Water Leak Forgiveness Program

Under this program, the Town of St. Marys has identified eligibility criteria as a means to ensure consistent administration of the program, while minimizing unwarranted requests. By providing clear guidelines, the criteria maintain conformity to the program's objectives and offer a structured context for its equitable implementation.

Qualifying Criteria for the Town of St. Marys Leak Forgiveness Program are as follows:

- Recent Leak Occurrence: The plumbing failure or leak must have occurred and been repaired within the last 90 days.
- Reduced Water Usage: Applicants must demonstrate that their water usage has decreased following the repairs, indicating the resolution of the leak.
- Residential Property: The property must be a residential dwelling equipped with a water service line of one inch or less.
- Account Holder: Applicants must be the account holder responsible for water and wastewater bills associated with the property.
- Program Use History: The applicant must not have utilized the Water Leak Forgiveness Program for the same property address within the past five years.
- Minimum Bill Amount: The excess water and wastewater charges resulting from the leak must have resulted in a minimum bill of \$250 to qualify.
- The Maximum forgiveness eligibility shall be 50% of the bill up to a maximum dollar value of \$1,000.00
- Application Form and Documentation: A completed application form must be submitted along with all required supporting documentation, including proof of repairs and water usage records.

Adhering to these criteria ensures that the program remains effective, fair, and accessible to households facing unexpected plumbing failures and associated financial challenges.

These ineligibility conditions are in place to ensure that the program remains focused on genuine and unforeseen plumbing failures rather than preventable issues or circumstances that fall outside of residential responsibility. Disqualifying Criteria for the Town of St. Marys Leak Forgiveness Program are as follows:

- Vacant or Unattended Properties: Leaks occurring while the property was vacant or unattended for more than 72 hours.
- Previous Qualifying Leak: Account holders with a previous qualifying leak within the past five years for the same address.
- Costs Covered by a Third Party: Leak costs that are covered by a third party, such as insurance or another reimbursement program.
- Unexplained Damage or Neglect: Leaks caused by deliberate damage or neglect, including failure to maintain plumbing systems properly.
- Outdoor Water Usage: Leaks or high usage stemming from outdoor water usage, such as pools, hot tubs, hoses, irrigation systems, or neglect of private plumbing (e.g., failure to winterize outdoor taps).

By enforcing these criteria, the program ensures accountability and fairness while prioritizing genuine cases of plumbing failures that pose financial burdens to households.

Should the leak qualify, the allowable reimbursement credit would be 50% of the excess amount of water / wastewater bill, based on the 12-month average water usage, up to a maximum reimbursement of \$1,000.00. If the application is approved, a credit will be issued to the account holder's water and wastewater account by the Town's bill provider which would be reflected on the next available billing cycle.

If a leak does not qualify for the Water Leak Forgiveness Program, customers may still be eligible for a deferred payment plan. This plan allows for a payment deferral of one month for every \$100 increment of the outstanding balance, providing additional flexibility for managing water and wastewater bills.

Within 30-days of being given notice of decision on any water leak adjustment, customers whom are not satisfied with the decision may submit a request for appeal to the Town. Appeals must be submitted in writing indicating the reason(s) why there is a disagreement with the adjusted amount. Appeals should be sent to:

Town of St. Marys – Director of Public Works
Attention: Water Leak Appeal
Email: publicworks@town.stmarys.on.ca

Appeals will be reviewed by the Director of Public Works and the Director of Corporate Services (or their delegates) to ensure any adjusted amount(s) were applied as prescribed in this Policy. A written response advising of the Town's decision will be sent to the account holder. This decision shall be considered final and no subsequent appeals will be considered.

If customers have questions about the program or its eligibility criteria, they can contact the Environmental Services Manager for the Town of St. Marys, for further assistance.