



REQUEST FOR UTILITY BILL REVIEW

Personal information is collected for the administration of City of Abbotsford programs only, as authorized under Section 26 of the Freedom of Information and Protection of Privacy Act. The City of Abbotsford does not use or disclose personal information for purposes other than those for which it is collected, except with the consent of the individual whom the information is about or otherwise in accordance with law. The City of Abbotsford retains personal information only as long as necessary for the purposes of the specified program and as required under the Act.

If you have any questions about the collection and use of your personal information, please contact: Information & Privacy Coordinator at 604-864-5575, City of Abbotsford 32315 South Fraser Way, Abbotsford, BC V2T 1W7

Name: _____ Account Number: _____

Property Address: _____

Phone Number: _____ Email: _____

Mailing Address

Inquiries or complaints on a specific utility bill must be made before the due date. This form should only be used for water consumption related inquiries.

Bills under review are still subject to penalty for non-payment. If the review results in an adjustment to the bill, the adjustment will appear as a credit on the account. NOTE: Failure to receive a bill that was mailed to the current mailing address on file for the account does not waive obligation to pay same when due.

Questions:

- 1. Is this a rental property? Yes No
- 2. Have you found any leaks on the property? Yes No
- 3. If yes on question 2, where?

- 4. Has City of Abbotsford staff previously been to your home in an attempt to locate the high consumption? Yes No

- 5. If yes on question 4, when? _____

Exerts from Bylaw No. 2053-2011 “Waterworks Rates and Regulations Bylaw, 2011”

Section 20 Testing of Meters

1. If a Person questions the accuracy of the record of a water Meter, and in the opinion of the Engineer the reading may be abnormal, the City may have the Meter re-read and the Service inspected for leaks. If, in the opinion of the Engineer, the reading is not abnormal, or leaks or reading errors are not found, and the Person insists upon further investigation, the Person shall pay a water consumption complaint investigation charge as prescribed in Schedule “B” for each subsequent visit to the site. If any reading errors, as prescribed in Section 18, are found during subsequent visits, the aforementioned charge will be refunded and adjustments made to the Person’s utility bill.
2. If no reading errors are found, and the Person requests that the Meter be tested, the Engineer shall cause the Meter to be tested, in the presence of the Person if requested, and the Person shall deposit with the City an additional deposit for testing charge as prescribed in Schedule “B”.
3. If the test discloses an error in registering the quantity of water passing through the Meter of over 5% in favour of the City, the water consumption complaint investigation charge and deposit for testing shall be refunded to the Person, a properly operating Meter installed, and the Person’s account for Service adjusted accordingly.
4. If the test shows an accurate measurement of water, or shows an error in favour of the Person, the water consumption complaint investigation charge and deposit for testing shall be retained by the City. Where the actual cost of the test exceeds the water consumption complaint investigation charge deposited with the City, the Person shall pay the difference between the actual cost of the test and the amount of the aforementioned charge.

Schedule “B”

Section 6 Deposit for Testing

- (a) For testing meters up to 25 mm (1")\$100.00
- (b) For testing meters over 25 mm (1") and up to 50 mm (2")\$150.00
- (c) For testing meters in excess of 50 mm (2")\$250.00

Section 7 Water Consumption Complaint Investigation and Request for Additional Meter Readings

For subsequent site visits requested by an Owner or occupier to investigate consumption complaints after the City performs an initial Meter reading investigation.....\$70.00 per visit

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