



Water and Waste Department • Service des eaux et des déchets

Water Leak Credit Application Residential Customer

Please complete this form in full and return to us via email or mail. If it is not completed in full, we cannot process your application.

Date: _____ Utility account number: _____

Customer information

Name (as it appears on bill): _____

Driver's licence number: _____

Daytime phone number: _____ Email: _____

Would you prefer we contact you by telephone ☐ or email ☐.

Please provide names of any other adults responsible for this utility account:

Name:	Driver's licence number:

Water leak location information

Address of leak: _____

Number of people (including children) that reside at this address: _____

Current meter reading: _____ Date of meter reading: _____

Claim information

Date of first high water use notification: _____ Repair date: _____

Describe the nature of the plumbing problem(s) and what was done to fix or correct it. Proof of repairs is required and must be submitted with this application (e.g., plumber's invoice with explanation of repair **or** receipts for parts combined with photos of the repair).

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Will you or have you submitted a claim with your homeowners' or tenants' insurance company?

Yes ☐ No ☐

If so, please provide copies of the insurance company's response.

Will you be receiving any monetary assistance from any other third party for the high water use?

Yes ☐ No ☐

Please list all sources and amounts:

Have you applied for a credit in the past under policies related to high water bills (e.g., this Policy, the Adjustment Policy for High Bills for Water and Sewer Services, Financial Hardship Adjustments)?

Yes ☐ No ☐

If so, when: _____

Was the property vacant or unoccupied when the leak occurred? Yes ☐ No ☐

If so, provide the period of time the property was vacant or unoccupied: _____

As the customer for the above noted property, I hereby apply for a credit under the City of Winnipeg's Water Leak Credit Policy and request that the credit be applied to my utility account. I confirm that the above and attached information are true and accurate. I have read the Water Leak Credit Policy and understand that if a credit is granted, it is on a one time only basis for all adult residents (excluding adult children).

Print Name _____ Signature _____

Print Name _____ Signature _____

Print Name _____ Signature _____

PLEASE NOTE: Completion of this application does not guarantee a credit will be applied to your utility bill. To avoid additional service charges, you must pay the amount owing on your utility bill while the credit review process is underway. Accounts are adjusted only once a water leak credit application is approved.

Send us the completed application and required documents as indicated above by:

Mail: Water Leak Credit, City of Winnipeg, Water and Waste Department
510 Main Street, Winnipeg, MB, R3B 3M1

Email: WaterLeakCredit@winnipeg.ca

Questions?

Contact our Utility Billing Centre, by phone at 204-986-2455 or by email at utilitybill@winnipeg.ca

Privacy

Your personal information is being collected pursuant to s.36(1)(b) of *The Freedom of Information and Protection of Privacy Act*. This information will be used so we can apply a credit for the water leak if your application is approved and for communication and administration related to your utility service and will not be used or disclosed for any other purposes, except as authorized by law. If you have any questions about the collection of this information, contact the Corporate Access and Privacy Officer by mail to City Clerk's Department, Susan A. Thompson Building, 510 Main Street, Winnipeg MB, R3B 1B9, or by telephone at 311.