



300 Dufferin Ave  
P.O. Box 5035  
London, ON  
N6A 4L9

# One Time Customer Assistance Program Leak Allowance

Residential customers who experience a severe plumbing failure inside their homes can apply for assistance for the excess water and wastewater usage charges on their bill. This program is a **one-time assistance per water utility account** and if approved, any future charges shall be paid for in full by the customer.

## Reasons why a leak would be ineligible for the Customer Assistance Program

- Home was vacant or the premises was unattended when the failure occurred
- Leak occurred at an industrial, commercial or institutional property
- Leak occurred at a multi-residential property (ie. duplex, triplex, etc.)
- Leak was caused by outdoor water usage such as, but not limited to, pools, hot tubs, hoses, irrigation systems or neglect of private property (ie. failing to winterize outdoor taps)
- Usage was unexplained, due to purposeful damage (ie. broken pipe from construction) or neglect (ie. failing to keep temperature inside home at acceptable level)
- The water utility account has previously been approved for the Customer Program

**\*checking off any of the above boxes means your leak may not be eligible for the one-time customer assistance program**

## Does my leak qualify?

- Did the leak occur at a single family home?
- Was the monthly water usage during the leak at least three times your average monthly consumption?
- Was the leak repaired in the last 2 months?
- Was a decrease in your monthly water usage observed AFTER the leak was repaired?
- Is the plumbing in compliance with government regulations?
- Is this your first time applying for the one-time customer assistance program?

**\*checking off all of the above boxes means your leak may be eligible for the one-time customer assistance program**

## How to apply

Please fill out the application and submit all required documentation within two months of detecting the issue and completion of repair. City of London Water Engineering staff will respond to you within approximately 10 business days of your submission.

### Completed application form must include the following information:

- Copies of receipts for supplies bought to correct the issue (ie. toilet flapper, fill valve)
- If a licensed plumber was used, a copy of the licensed plumber's invoice
- Photos before and after the repair (clearly showing the issue and repair)

### What to expect if you are approved

- Maximum of 3 consecutive months excess water and wastewater usage charges only may be credited to your water bill
- For rental properties, the average monthly water usage can only be determined from the same occupants who occupied the unit when the leak occurred
- The repair, replacement or any other associated costs due to the failure **will not** be credited

It is expected that customers who have left their homes for extended periods will take precautionary measures to prevent unnecessary water use. Closing the service valve at the meter is one way to prevent these issues, but the customer should take care to ensure the pipes in their home do not freeze and any other appliances or fixtures that require water will not be affected.



London  
CANADA

# Leak Allowance Request

Billing number found on London Hydro bill	Complete property address Unit no.                      Street                      no.                      Street name including suffix		Direction	City	Postal code
Account holder name <input type="radio"/> Mr. <input type="radio"/> Mrs. <input type="radio"/> Ms.					
Daytime contact number                      / extension			Contact e-mail address		
Please provide a brief description of the issue that required the repair and how it occurred					
Date of repair (YYYY/MM/DD)		Meter number <b>W-</b>	Meter reading at time of repair		
Location of leak <i>(Check all that apply)</i> <input type="checkbox"/> Pipe <input type="checkbox"/> Valve <input type="checkbox"/> Fitting <input type="checkbox"/> Toilet <input type="checkbox"/> Other- explain:					If pipe, what type of pipe was the leak on?
What repairs were made?					

## Attachments

Indicate below what attachments you have included with this request.

- Plumber's invoice(s)       Hardware receipt(s)  
 Photograph(s) of leak area before and after repair

**NOTE:** Please scan and attach invoices, receipts and photos of the repairs to email or mailed paper copy. To open email program, click **Submit by email** button below.

Mailing address:    Leak Allowance Request  
Water Engineering, 9th Floor City  
300 Dufferin Ave.  
PO Box 5035  
London, ON N6A 4L9

The personal information collected on this form is collected under the authority of Water By-Law W8 as amended, and will be used to administer the leak allowance grant under the customer assistance program.

Questions about the collection of this personal information should be addressed to the Manager of Water Demand at 300 Dufferin Ave., London, ON N6A 4L9. Tel: 519-661-CITY(2489) ext 5081, leakallowance@london.ca.

Submit by email