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**Deferred Payment for Water Leakage  
Policy**

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Policy No.: COrg-PO-D-504  
Effective Date: March 26, 2010

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### **Applicability**

This policy applies to all SaskWater potable and non-potable customers.

### **Policy Statement**

To assist customers with unexpectedly large invoices, resulting from leaks occurring on their facilities or works.

### **Policy Details**

1. The Deferred Payment for Water Leakage Policy is available to customers who contact SaskWater regarding payment for excess water usage caused by leaks. It is the responsibility of the customer to request deferred payment.
2. All applications must be approved by the Director of Operations at SaskWater, in consultation with the Manager of Finance to determine repayment terms, and are subject to SaskWater's discretion.
3. The repayment period begins on the first day of the invoice billing period where the deferred payments are first applied. The total amount deferred will be repaid within 365 days.
4. Interest on deferred payments is waived for the first 60 days on each qualifying invoice, afterwards standard credit terms apply.
5. The deferred payment plan applies to the portion of the invoice caused by a leak. Normal usage will be subtracted from the leak and normal usage will be billed regularly.
6. To determine normal usage, consumption will be reviewed for the same period over the previous three years through a review of historical data. When three years of historical data is not available, normal usage will be based on available history or other relevant factors deemed acceptable by SaskWater.
7. Eligibility Requirements:
  - 7.1. Customers shall submit a written application for deferred payment within 60 days of receiving the first invoice where the leak occurred;



- 7.2. The leak must represent a minimum of 150% and \$300 increase on a typical customer bill;
- 7.3. The leak must not be the result of customer negligence and/or intentional acts. Proof of due diligence may be requested; and
- 7.4. Customers will be able to request deferred payments for up to three consecutive invoices. Additional invoices will not be considered for deferred payment.
- 7.5. Deferred payment will only be granted once per customer within a five year period.

**Definition(s)**

*Point of Delivery:* the point where responsibility for the water transfers from SaskWater to the customer, as set out in their agreement.

*Due Diligence:* reasonable actions taken by customers to monitor and maintain their facilities or works, preventing the occurrence of leaks.