

General Information
Request for Water Reduction
Municipal By-Law 2018, Section 19

The City of Greater Sudbury understands that unusually high water and wastewater charges resulting from a plumbing leak can cause financial hardship. The City's Water/Wastewater Adjustment and Complaint Process offers eligible customers the opportunity to request a one-time adjustment to water and wastewater consumption charges.

This assistance is available to residential property owners, residential tenant account holders, and not-for-profit organizations using City water services.

For residential customers, the City uses the federal Low-Income Cut-Off (LICO) threshold to assess eligibility. Households with income below \$26,290 (single) or \$32,727 (two-person) may qualify for 100 per cent relief. If you wish to be considered for full relief, submit your most recent Canada Revenue Agency Notice of Assessment (NOA) for all adults in the home. Applicants not providing income documentation may still qualify for 50 per cent relief.

Commercial, industrial, institutional and income-generating residential rental properties are not eligible under this program. If your property has experienced an extenuating circumstance (e.g., a pipe burst behind a wall), you may still inquire using this form.

Eligibility Criteria

To qualify for a water reduction, the following must apply:

- The application must be submitted within two years of the high-water bill.
- Water usage must exceed 2.5 times the average for the past 12 months.
- The bill must exceed \$250.
- The excess use must result from a plumbing issue (not seasonal use, such as irrigation or pool filling).
- The leak must be repaired within 60 days of the bill date.
- The account must not have previously received a water billing adjustment.
- The calculated credit must exceed \$100.

Payment extensions are not provided while a request is under review. You are advised to pay the full amount or enter a payment arrangement with Greater Sudbury Utilities to remain in good standing.

Review Process

Upon receiving a request, the City will verify:

- All eligibility criteria are met.
- Supporting documentation is submitted.
- The property has an Advanced Metering Infrastructure (AMI) water meter.

If all criteria are satisfied, the request will be processed, and a response provided

Example Calculation

Average bill	\$ 250.00
High bill	\$1,000.00
Difference	\$ 750.00
Eligible reduction	\$ 375.00 (50 per cent of \$750)

Note: No rebate will be issued for amounts under \$100. The maximum reduction is \$2,500.

Instructions and Checklist

Only eligible applications will be reviewed. Incomplete or late applications will be returned or rejected.

Submit your application by:

Mail: City of Greater Sudbury
Meter Shop – Reduction Request
1800 Frobisher St.
Sudbury, ON P3B 0E4

Email: reduction.requests@greatersudbury.ca

Eligibility Summary

Applicants must:

- Have an AMI meter.
- Hold a residential, residential tenant or not-for-profit water account.
- Be current on their account.
- Show water use has normalized after the leak.
- Not have received prior assistance.

Water bills must:

- Result from a leak (e.g., toilet or pipe).
- Be 2.5 times higher than normal.
- Exceed \$250.
- Not result from a vacancy over 10 days.

Proof of repairs is required (e.g., plumber receipt, itemized parts invoice).

Ineligible causes include:

- Leaving taps or hoses on accidentally.
- Knowingly increased use (e.g., guests, pool filling).
- Properties that are institutional, commercial, industrial or income-generating residential rentals.

Important: If this form is incomplete or lacks satisfactory documentation, it will be returned.

**Request for Water Reduction Application Form
Municipal By-law 2018, Section 19**

PLEASE PRINT CLEARLY

Date: _____ Account No: _____

Name on Account: _____

Mailing Address: _____
Street Number, Name and Unit Number City

Service Address (If different from above): _____
Street Number and Name City

If necessary, how would you like to be contacted for follow-up:

Daytime Telephone: _____
Home/Cell Work

Email Address: _____

Date(s) of Bill(s) with Accidental Water Leak(s): _____

Repair Completion Date: _____

Describe what was done to fix or correct the water leak problem(s). Proof of repair is required and must be submitted with this form (i.e., plumber itemized invoice, repair parts itemized receipt, or other documentation supporting any repairs).

Will you be receiving any monetary assistance from a third party for this bill? List any sources and amounts:

Has a water reduction adjustment been made for the service address on any previous occasion?

Yes No

Was the property vacant / unoccupied when the leak occurred?

Yes

No

If 'yes', please provide the period of time of the vacancy: _____
From (mm/dd/yy) To (mm/dd/yy)

As the account holder for the above noted property, I hereby apply for a water reduction under the City of Greater Sudbury's Water/Wastewater Adjustment and Complaint Process. I confirm that the above and the attached information are true and accurate.

By signing this form, I _____, confirm that all the statements included on this application are true and confirm that the water usage claimed is accidental. I further confirm that this request is not related to any of the following: filling of a pool, spa, hot tub or whirlpool; irrigation via sprinkler or irrigation systems; vehicle cleaning or any other use where I know, or ought to have known, about the consumption.

Account holder's name (please print): _____

Customer's signature (for paper submissions): _____

Please scan and attach high bills, invoices, receipts, and photos of repairs. Indicate below what attachments you have included with this request. Any missing information may cause a delay in the application process.

High Water Bill(s)

Plumber Invoice(s)

Hardware Receipt(s)

Photographs of leak area

Other Information

Please Note: Submitting this form does not guarantee an adjustment. You are still responsible for paying your bill in full while the request is reviewed. Approved adjustments will be credited to your account.

Notice of Collection of Personal Information under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Information Protection and Electronics Documents Act (PIPEDA).

Personal Information on this form is collected under the authority of the Municipal Act, 2001, S.O. 2002, c.25, as amended. This information will be used in the consideration of your request for a water reduction. For additional information, please refer to the Water / Wastewater Adjustment and Complaint Process.