



## Water Leak Adjustment Request Form

Date Requested:

Account Number:

Customer Name:

Mailing Address:

Service Address:

Date(s) of high bill(s):

Repair 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 high bill? Please list any sources and amounts.

Will or have you submitted a claim with your insurance company? If so, what has been the insurance company's response? Please provide copies of the insurance company's response.

Has a water leak adjustment been made for this service address on any previous occasion? If yes, when?

How many people reside at the service address?

Was the property vacant/unoccupied when the leak occurred? If Yes, please provide the period of time of the vacancy.

As the customer for the above noted property, I hereby apply for reimbursement/credit under the District of Muskoka's Water Leak Adjustment Policy. I confirm that the above and attached information are true and accurate.

Customer Name

Customer Signature

Date

If necessary, how would you like to be contacted by District of Muskoka staff for follow-up?

Phone:

Email:



## Water Leak Adjustment Request Form Instructions

Return completed form with supporting documentation to:

[watersewerbilling@muskoka.on.ca](mailto:watersewerbilling@muskoka.on.ca)

or

District Municipality of Muskoka  
Attention: Financial Services, Water Leak Adjustment  
70 Pine Street  
Bracebridge, ON P1L 1N3

For questions call 705-645-7954 during business hours.

Please scan and attach invoices, receipts, and photos of the repairs to email or mailed paper copy. Indicate below what attachments you have included with this request.

Plumber's invoice(s)

Hardware receipt(s)

Photographs of leak area

**Please Note:** Completion of this form does not guarantee an adjustment will be made to your bill. As your account must remain current and to avoid additional service charges, customers are advised to pay the water and/or wastewater amounts due while your adjustment is pending. Any unpaid amounts pending consideration of a water leak bill adjustment will be treated in the same manner as all other unpaid accounts. Reimbursement/credit will only occur once a water leak adjustment request is granted.

**If you are unable to pay your bill in full, please contact water / sewer billing at 705-645-7954 during business hours or at [watersewerbilling@muskoka.on.ca](mailto:watersewerbilling@muskoka.on.ca) to enquire about payment plans and options.**

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. 2001, c. 25, as amended. This information will be used in the consideration of your water leak adjustment request and the implementation of the District of Muskoka's water leak adjustment policy.