

REQUEST TO REVIEW A UTILITY INVOICE

This form is intended for FVRD utility customers with concerns about the amount owing on their water utility invoice. The FVRD has a one-time forgiveness program in place to accommodate customers who have come across water leaks affecting their consumption levels. All requests to adjust a water utility invoice will be reviewed by the FVRD Manager of Operations and, if approved, an adjustment will be made to the amount owing. Requests for invoice adjustments can only go back two billing periods. Prior to the approval of an invoice adjustment the FVRD must be satisfied that the leak has been repaired. Please provide as much documentation as possible and keep all receipts as proof of work completed.

ACCOUNT INFORMATION

Date:

Name on the Account:

Account #:

Property Address (Street):

Address (Mailing):

City:

Postal Code:

Phone Number:

Email:

Property Type (select one):

Residential

Commercial

Amount Owing on Your Invoice:

Have you made a request previously for a water leak adjustment on this property? Yes No Unsure

PROPERTY DETAILS

Do you have a secondary dwelling unit on the property? (select one)

Suite

Coach House

Garden Cottage

None

Is there an underground sprinkler system or irrigation system on the property?

Yes

No

Please supply the total number of the following:

Bathrooms:

Kitchens:

Outside Water Taps:

Hot Water Tanks:

Pools/Hot Tubs:

Do you suspect there is a leak on the property (if yes, provide details below):

Yes

No

Unsure

Why do you feel the amount owing is incorrect?

Please email this completed form to engineering@fvr.ca or drop-off in-person to the Engineering and Utilities Department (2nd Floor) located at the FVRD Office at 1-45950 Cheam Avenue, Chilliwack, B.C.

Owner has not had a previous one-time forgiveness for this property:	Yes	No
Approved		
Not Approved		
Rationale for the Decision:		

Adjusted Amount:

Date:

The personal information on this form is being collected under the authority of Section 26 of the *Freedom of Information and Protection of Privacy Act* and will only be collected, used and disclosed for the purposes of administering FVRD utility billing. Questions about the collection, use and disclosure of this information should be directed to the Head of Freedom of Information and Protection of Privacy at 45950 Cheam Avenue, Chilliwack, BC, V2P 1N6 or by telephone at 604-702-5000.