

POLICY 2018-04

TOWN OF CROSSFIELD WATER LEAK ADJUSTMENT POLICY

Purpose

The Policy provides information on the steps to take under certain conditions and circumstances to address customers' abnormally high.

Policy

As attached and titled Policy 2018-04, Water Leak Adjustment Policy.

This Policy supersedes all previous Leak adjustment Policies.

Adopted this 1st day of May, 2018.



Mayor Tennant



Chief Administrative Officer Ken Bosman

Section 1 – Definitions

- 1.1 **Chief Administrative Officer:** shall mean a person appointed to the position by Council.
- 1.2 **Complainant:** the party who makes the complaint in a legal action or proceeding.
- 1.3 **Council:** is means the elected Mayor and Councillors of the Town of Crossfield, also described as Elected Officials.
- 1.4 **Employee:** shall mean a person who is employed with the Town of Crossfield and has completed the three (3) month probation period.
- 1.5 **Town:** shall mean the Town of Crossfield as incorporated under the Municipal Government Act R.S.A. 2000, C M-26 as amended, its employees, or its duly authorized representatives.
- 1.6 **Resident:** shall mean the person who is responsible for the utility bill and or resides at property.
- 1.7 **Water Meter:** is the process of measuring the volume of water used by residential and commercial buildings that are supplied with water by a Town water supply system.

Section 2 – Responsibilities

- 2.1 If you determine that your utility bill (water usage) has increased substantially in a billing period or has gradually been getting larger, the following steps will be taken:
- a. Resident:
 - i. Contact the Town Office and speak with our Utility Coordinator regarding your concerns on the high water usage on your bi-monthly utility bill.
 - ii. Ensure there are no leaks with taps, toilets, humidifiers or water softeners.
 - iii. Take the water toilet test as well as ensuring all the taps are shut off and checking if the meter is still running after the water is shut off, if the meter is still moving there is a water leak.
 - b. Town:
 - i. When a concern is brought forward the Utility Coordinator will contact the Operations Department to have the meter re-read to ensure that no human error was made.
 - ii. If a human error is found, the utility bill will be adjusted accordingly, by the Utility Coordinator.
 - iii. If the read is considered high, the Utility Coordinator will contact the resident and advise of the read, and set up a meeting for the Operations Department to attend the property to conduct an investigation to determine whether a water leak is present at the property. Resident's must be present during the investigation and two members of the Operational Department will be in attendance.
 - iv. Please note residents should be aware that high-use investigations can only identify whether a leak is indicated at the time of the investigation. As a result, we may not be able to detect intermittent leaks that disappear before they can be properly identified.

Section 3 – Water Meters

- 3.1 If the resident questions the accuracy of the meter, he/she may pay a meter testing fee at the rate set out in the current fees and rates bylaw.
- 3.2 The Operations Department will remove the meter in question and install a temporary meter.

- 3.3 The meter in question will be tested by a Certified Water Meter Tester (independent party) in accordance with guidelines established for meter testing by the American Water Works Association (AWWA).
- 3.4 If the meter test comes back accurate, the resident forfeits the meter testing deposit, and the utility bill will remain valid and payable.
- 3.5 The tested meter will be reinstalled and the temporary meter removed from the property.
- 3.6 If the meter test comes back inaccurate and does not meet AWWA accuracy standards:
 - i. The Town shall refund the meter testing deposit to the resident and replace the water meter at the Town's cost.
 - ii. There will be no penalty assessed in the event the adjustment procedure delays payment past the penalty date.
 - iii. The utility bill will be reversed and resident will be charged at a minimum bill.
- 3.7 If there are issues unresolved after the water meter testing, the resident may submit their concerns in writing to the Chief Administrative Officer. This includes a request for an adjustment to the utility bill.

Section 4 – Utility Bill Adjustments

- 4.1 Adjustments on utility bills will NOT be made on the following:
 - i. Routine dripping faucets, leaking commodes/toilets, or any type of faulty customer plumbing;
 - ii. Premises left or abandoned or vacated without reasonable care for the plumbing system;
 - iii. Filling of swimming pools;
 - iv. Irrigation systems, watering of lawns,
 - v. Bills claimed to be lost or not received;
 - vi. Homes under Construction/Major Renovation
- 4.2 The Town shall be under no obligation to extend the discount or due date or the time for paying the bills because the customer disputes the amount of the bill.