

AGENDA ITEM SUMMARY

DATE: 10/18/10 DEPARTMENT: PW - Water DEPT. HEAD SIGNATURE: 

**SUBJECT:** Council comments on the draft policy on meter reading disputes

**AUTHORITY:**  ID Code \_\_\_\_\_  IAR \_\_\_\_\_  City Ordinance/Code \_\_\_\_\_  
(IF APPLICABLE)

**BACKGROUND/SUMMARY OF ALTERNATIVES CONSIDERED:**

The attached draft of a new policy for meter reading disputes was distributed during staff reports on October 11. Council member comments on this policy and possible changes are being requested.

**FISCAL IMPACT / PROJECT FINANCIAL ANALYSIS:** Caselle # \_\_\_\_\_  
Budget Line Item # \_\_\_\_\_ YTD Line Item Balance \$ \_\_\_\_\_  
Estimated Hours Spent to Date: \_\_\_\_\_ Estimated Completion Date: \_\_\_\_\_  
Staff Contact: Tom Hellen Phone # 788-9830 Ext 14  
Comments: \_\_\_\_\_

**ACKNOWLEDGEMENT BY OTHER AFFECTED CITY DEPARTMENTS:** (IF APPLICABLE)

|                       |                               |                 |               |
|-----------------------|-------------------------------|-----------------|---------------|
| ____ City Attorney    | ____ Clerk / Finance Director | ____ Engineer   | ____ Building |
| ____ Library          | ____ Planning                 | ____ Fire Dept. | _____         |
| ____ Safety Committee | ____ P & Z Commission         | ____ Police     | _____         |
| ____ Streets          | ____ Public Works, Parks      | ____ Mayor      | _____         |

**RECOMMENDATION FROM APPLICABLE DEPARTMENT HEAD:**

**ADMINISTRATIVE COMMENTS/APPROVAL:**

City Administrator \_\_\_\_\_ Dept. Head Attend Meeting (circle one) Yes No

**ACTION OF THE CITY COUNCIL:**

Date \_\_\_\_\_

City Clerk \_\_\_\_\_

**FOLLOW-UP:**

\*Ord./Res./Agmt./Order Originals: Record  
Copies (all info.): \_\_\_\_\_  
Instrument # \_\_\_\_\_

\*Additional/Exceptional Originals to: \_\_\_\_\_  
Copies (AIS only)

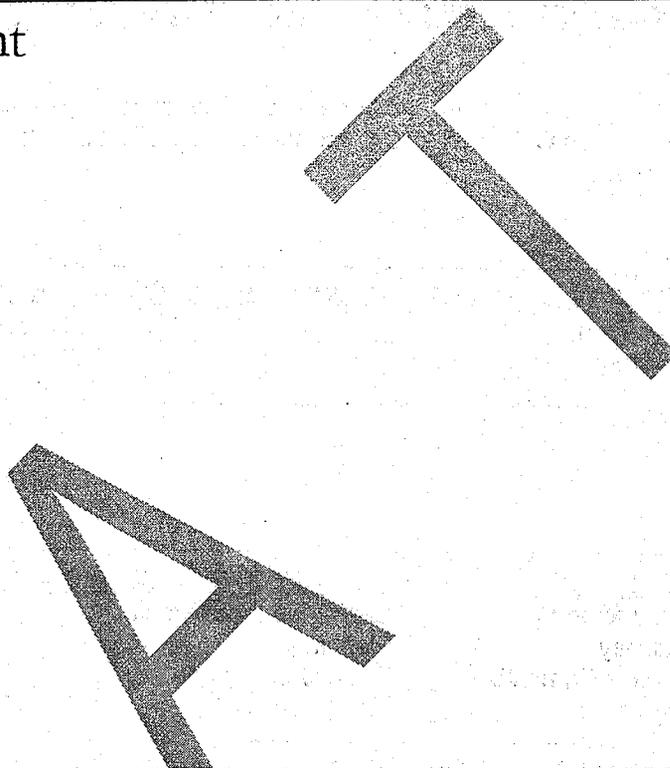
Draft 12-30-03



CITY OF HAILEY

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Public Works Department



# Water Meter Reading Dispute Policy

## Utility Billing

The monthly metered water fee shall be assessed to each separate Service Connection based upon the total amount of water used by that Property during one billing period. The metered rate is determined on a sliding scale based upon the variable costs of the Municipal Water System described herein, and as adopted by City Council resolution. The sliding scale shall assess a proportionally greater cost per gallon(s) of water as more water is used by a Property..

*City Ordinance 13.04.130(A)(2) Water and Wastewater Systems*

Operating in conjunction with this ordinance, the City of Hailey Public Works Department has developed the following internal policy in order to address disputes with the meter reading done by the Water Department:

### Policy

Customers who contend an error in the meter reading for a single month shall be reimbursed for excessive charges accumulated due to an incorrect meter reading according to the following:

- The Public Works Department will review the past history of water use for the month in question to determine if the disputed water use is within a 25% range of the previous year. If the water usage is within this range a credit will not be issued.
- Customers who request reimbursement to their account due to excessive charges will be reimbursed as follows:
  1. A credit will be issued to their account based upon the previous year's month of water usage during the same period.
- If the property has no history of water usage during that month the average between the previous and following months will be used.
- Disputes between October 1 and April 30 will not be considered without detailed documentation.

### Procedures

- Customers will be required to submit a written request to review their water bill noting their reasons for believing the meter reading is incorrect. A

**METER DISPUTE POLICY**

summary of the written submittal will be documented in Customer Notes in Caselle.

- The Water Department will perform a leak check at the property in question and verify there is no leak present. Should a leak be discovered the Leak Repair Refund Policy will be followed.
- Any phone conversations will be documented in Customer Notes in Caselle and location notes.
- Documentation of any adjustment will be put into a tickler system for follow-up to determine if a similar excessive water usage in that month occurs in the subsequent year. Should a similar excessive usage of water occur the customer shall be rebilled for the amount of water disputed.

**Sewer Rate Adjustment**

- Should a verified dispute occur in the sewer calculation period (five months of winter November – March) it is necessary to make the appropriate adjustment to the new sewer rate calculation upon April's auto rate change. These accounts will be tracked in a tickler system.

1. Sewer adjustment will either be set to the non metered base rate or to actual current year's average use (A minimum of 3 months of no leak usage must show in order to determine a current year average) or to the previous year's average usage, whichever of these three is less.

**Policy Approval**

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Date