

<b>TOWN OF DUCK LAKE</b>	General Government	<b>POLICY # EWB</b>
	<b>SECTION:</b> Administration	<b>Original effective Date:</b>
<b>POLICY/PROCEDURE</b>	<b>TITLE:</b> <b>Exceptional Water Billing</b>	<b>Review Date:</b>
		<b>APPROVED BY:</b>

## **POLICY**

Exceptional water billings will be reviewed by the Administrator/Assistant Administrator, Mayor and one (1) other member of Council for possible financial adjustment.

An exceptional water billing will be any bill that is excessive and unnaturally high during the month for the normal water use pattern of the consumer.

## **PROCEDURE**

- 1) Review the monthly water billings for any unusually high or exceptional billings from consumers. This does not include consumers who regularly use large amounts of water.
- 2) Request a data logging report from public works if possible.
- 3) Review the data logging report for explanations for the exceptional water use.
- 4) If it is a short term, high usage, recalculate the excess water cost by taking the average of the last four (4) months of billing and adding 50% to that number.
- 5) Issue a bill to the customer for the adjusted rate which would be the monthly minimum plus the adjusted excess water amount. Attach a note explaining the findings of the data logging report and explain that the bill was adjusted for the exceptional water usage and to check for any leaks, etc.
- 6) The Town of Duck Lake will only adjust the water rate once for an exceptional bill.
- 7) This adjustment is to be approved by the Mayor, Administrator and one (1) other member of Council.
- 8) All adjustments will be logged.

