





Policy Number UT_01-18	Water & Sewer Dispute Resolution Policy
Date AUG 21, 2018	Resolution Number 214-18
References Employees	Mayor  CAO 

Introduction:

Riverdale Municipality is committed to ensuring that Utility disputes are resolved in an efficient and fair manner.

Policy:

Customers wishing to dispute their water/sewer bill may do so, by completing a **Customer Dispute Form** within 30 days from the billing date in question. Customers are encouraged to pay the bill prior to the due date so as not to accrue any late fees.

Upon receiving a completed Customer Dispute Form, Municipal Water/Sewer Department will make every effort to resolve billing disputes by conducting an internal review.

The internal standards for this review shall be:

Estimated water meter reads

Estimated reads are subject to correction only after an actual read is obtained by the meter reader. Verbal or written reads from property owners will not be accepted.

Actual water meter reads

If water meter readings are determined to be in error the invoice in question will be adjusted appropriately.

Customer consumption

Consumption accurately registered by the water meter due to water use, waste or leak(s) is the property owner's responsibility. The municipality will take into consideration any determination that can be made as to whether or not wastewater entered the utilities wastewater sewer system.

If an investigation of the meter and meter records establishes that the meter was misread or that there was a failure of utility equipment, a new bill will be issued using an estimated consumption based on the last 4 quarters (or 12 monthly billings).

If the dispute is related to high consumption, we can, as a courtesy, perform a service investigation to determine if a leak or other plumbing issue exists on the house side of the meter.



If a problem is noted, the property owner/owners representative will be notified as soon as possible. The responsibility to make the necessary repairs will be that of the property owner.

If the Customer is disputing the reliability of the water meter, and they would like the meter tested for accuracy, they must also complete and sign a **Meter Testing Form**. If the meter is found to be over recording then the municipality will pay for the cost of testing the meter and the account will be adjusted and a new bill will be generated based on the average consumption of the previous 4 quarters. If however, the meter is found to be within the normal operating limits or under recording, the customer will be responsible for the cost of the meter testing and the Customer will be responsible to pay the water/sewer bill as charged.