

	INTERLAKE WATER UTILITY POLICY	NO.	2021-07
	POLICY TITLE: METER READING CONFIRMATION	EFFECTIVE DATE:	Oct. 20, 2021
		REVISION LETTER:	
		FINAL APPROVAL	<i>Resolution: 115-21</i>

1.0 PURPOSE

- 1.1 To ensure that the **Interlake Water Utility Board**:
- a) Standardizes the process and procedure for verification of meter readings.
 - b) Informs consumers of the process to ensure equitable implementation

2.0 DEPARTMENT(S) AFFECTED (SCOPE)

- 2.1 Department(s) Affected: **INTERLAKE WATER UTILITY OPERATIONS**

3.0 POLICY

- 3.1 **Policy Statement:**
- a) The accuracy of meter reading and verification is critical to proper invoicing for Interlake, and appropriate invoicing.

4.0 DEFINITIONS

- 4.1 The following terms are defined as such but limited to:
- “Administrator”**: the individual appointed by the Interlake Water Utility Board for administering the procedures and policies of the public utility.
- “Consumer”**: shall mean the registered owner, purchaser, occupant or other person in charge of the land or building to which water is being supplied by Interlake, and in whose name a water billing account has been established.
- “Foreman”**: the individual appointed by the Interlake Water Utility Board for the completing and monitoring the operations of the public utility.
- “Interlake”**: means the Interlake Water Utility corporation.
- “Interlake Water Utility Board”**: means the individuals appointed from the Resort Village of Cochin and the Rural Municipality of Meota No. 468 to represent each municipality on the decision-making board for the public utility.
- “Meter”**: shall mean the individual or compound water meter and all other equipment and instruments supplied and used by the Interlake Water Utility Board to calculate and registered the amount of water consumed relative to the land and buildings which the meter is designed to monitor.
- “Water Meter”**: is an asset that tracks how much water goes through the junction for private consumption, typically used for record-keeping and invoicing purposes.

5.0 RESPONSIBILITIES

- 5.1 The Administrator is responsible for ensuring compliance to this policy.

5.2 The Utility Board shall review all policies every three years for compliance and effectiveness of the policies.

6.0 IMPLEMENTATION

- 6.1 Meter readings completed at scheduled times throughout the calendar year, typically at the end of the months of March, June, September, and December.
- 6.2 The **Foreman** completes the meter readings and provides the results to the **Administrator** for billing purposes.
- 6.3 The **Administrator** shall review the results for anomalies and for comparison with previous consumption periods to determine usage trends.
- a) The **Administrator** shall consult with the **Foreman** should evidence warrant verification of meter reading values.
 - b) No adjustments of water consumption are permitted without sufficient evidence provided demonstrating errors in the meter readings.
- 6.4 Upon confirmation that meter reading values are accurate, the **Administrator** shall invoice the **Consumer**.
- 6.5 Should a **Consumer** deem the value from the meter reading to be inaccurate, a written letter or email shall be provided to the **Administrator** requesting verification of the meter read.
- a) The **Consumer** shall specify the legal land description, or the civic address of the property in question.
 - b) The **Consumer** shall provide a \$100 deposit to the **Administrator** to verify the meter reading.
 - Should verification confirm the **Consumer's** concern of a mistake in the meter reading, the \$100 deposit will be returned to the **Consumer**.
 - The **Administrator** shall require authorization from the **Board** by written resolution to adjust the water consumption rates, and if approved, the **Administrator** shall provide a revised invoice to the **Consumer**.
 - Should verification confirm **Interlake's** meter reading, the \$100 deposit provided by the **Consumer** shall not be returned.

7.0 DOCUMENT APPROVAL

ROLE	POSITION	NAME OF THE APPROVER	DATE APPROVED
Author	Northbound Planning	Public Utility Board	October 20, 2021
Final Approver	Public Utility Board	RESOLUTION: 115-21	October 20, 2021

8.0 REVISION HISTORY

EFFECTIVE DATE	REVISION LETTER	DOCUMENT AUTHOR	DESCRIPTION OF CHANGE
October 19, 2021		Northbound Planning	Initial release