High Water Billing Dispute Policy

This policy has been developed to ensure fair resolution to a high water billing dispute that may arise.

A customer wishing to dispute their water bill must do so by contacting the Town Office within **10 business days** of the Utility Notice Date of Issue.

Customers will be required to take action to investigate their property for an explanation for a high water bill. A high water bill usually indicates a leak somewhere past the meter in the plumbing.

- Customers should take a reading directly off their water meter and compare this reading to the reading on the utility notice.
- Customers should check for reasons for higher water consumption such as changes in their water use, company, leaky faucets, toilets, outside taps, watering your lawn or garden, leaks in underground water lines, water softener regeneration, etc. Customers may be advised to hire a plumber at their own expense to inspect for leaks.
- To check for leaks, locate the red sweeper arm on your water meter. Ensure water is not running in the house or building and then check to see if the sweeper arm is turning. If it is, water is flowing through the meter indicating a leak somewhere.
- The customer can also choose a time when they know no water is being used. They should take a reading from their water meter and after a period of time take another reading. This will also show if water has passed through the meter, indicating a leak.

Customers must make some effort on their part to investigate reasons for the high water bill. If customers do not comply and/or show effort the bill will stand.

The following actions will be taken by the Town to investigate the dispute:

Upon notification of the dispute, Town staff will:

- Perform a data log on the meter. The reading history will indicate if there is a problem and what may be the issue.
- If the water meter is located inside the home, the customer may be requested to set an appointment time to allow Town staff access to inspect the water meter and fix or replace the meter.
- The investigation information will be reviewed. If it is found that the meter was faulty, adjustment to the utility billing will be made as per the CAO direction. If the meter is found to be in working order, the billing will be considered correct and owed to the Town by the customer.