

|   |  |  |               |             |
|---|--|--|---------------|-------------|
|  | Department                                 | Finance  | Division      | Finance     |
|   | Subject                                    | Estimating Consumption on Malfunctioning Water Meters Policy | Policy #      | 700.30      |
|   | Issue Date                                 | April 30, 2019   | Revision Date |             |
|   | <input checked="" type="checkbox"/> Policy | <input type="checkbox"/> Procedure                           | Page          | Page 1 of 1 |

## Purpose

This policy outlines a procedure for estimating water consumption on malfunctioning water meters.

## Procedure

When a meter has malfunctioned at a property and the City can confirm the house is occupied the City will estimate a reasonable consumption until the meter is replaced. A reasonable estimate of volumetric charges will be calculated as follows:

- a. If applicable, calculate the consumption through an accurate mathematical calculation using the account holders average consumption taken before the meter had stopped
- b. In the absence of the above method, the average consumption of customers from a similar customer group will be used

When the meter is replaced a final estimate will be completed to be used as the final reading on the removed water meter. This is to ensure the user is paying for an estimated water usage for the period of time the meter has malfunctioned.

|   |                   |               |        |      |                |
|---|-------------------|---------------|--------|------|----------------|
| Submitted by  | Director          | Tiffany Clark |        | Date | April 30, 2019 |
| Recommended by  | CAO               | Ken Todd      |        | Date | April 30, 2019 |
| <input checked="" type="checkbox"/> Approved by Council | Report# F-2019-14 |               | Bylaw# | Date | April 30, 2019 |