



## TOWN OF HIGH RIVER POLICY

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**Policy Number:** POL-16-105-00  
**Policy Name:** Water Utility Billing Anomalies

**Related Procedure Number:**  
**Related Procedure Name:** Administrative procedure to be developed.

**Approval Date:** February 22, 2010  
**Revision Date:**  
**Policy Category:** Corporate Services  
**Responsible Department:** Corporate Services

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### Policy Statement:

Where a resident/business/property owner experiences an abnormal and unexplained water utility bill for a single billing period during a running two year time frame, the Town at the formal request of said resident/business/property owner, agrees to adjust the water utility bill of said resident/business/property owner to the amount equal to the average bi-monthly water consumption over the previous two years for said resident/business/property owner.

### Definitions:

**Anomaly** is defined for the purposes of this policy as any utility billing which reflects water consumption that is a minimum of three (3) times the amount consumed during the previous two year's **peak** billing period of said resident/business/property owner.

**Peak** is defined for the purposes of this policy as the highest water consumption in one billing cycle, where the said resident/business/property owner has occupied the billed unit/property for at least three complete billing cycles.

### Reason for Policy:

This policy reflects Town Council's desire to treat all resident/business/property owners in a fair and equitable manner, and to provide staff with clear guidelines for the treatment of unusually large and unexplainable water utility bills.

**Responsibilities:**

The Director of Corporate Services will be responsible to ensure that this policy is applied in a fair and consistent basis.

***End of Policy***

**Related Documents:**

POL-16-100-00 - Forgiveness of Penalties on Utility Bills for Hardship.

**Approval:**

This policy shall come into force and effect upon adoption by Council at a Regular or Special Meeting.

February 22, 2010 Meeting of Council  
Resolution #061/2010

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MAYOR/DEPUTY MAYOR

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TOWN MANAGER/  
DIRECTOR OF  
LEGISLATIVE AND ADMINISTRATIVE SERVICES

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DATE