



Policy Type:	Utility
Policy Title:	Faulty Water Meter Testing and Replacement Policy
Policy Number:	800-06

Authority:	
<i>Council Resolution #</i>	<i>38/25</i>

Purpose

The purpose of this policy is to establish a clear and fair process for addressing concerns regarding water meters believed to be faulty. It outlines procedures for testing, replacement, and financial resolution to ensure transparency and accountability for the Village of Loon Lake and its residents.

Policy Statement

Residents may occasionally raise concerns about high water bills attributed to potentially faulty water meters. To address these situations, the Village of Loon Lake has implemented the following guidelines:

Procedures

1. Reporting a Faulty Meter

- If a resident suspects that their water bill is inaccurate due to a faulty meter, they must contact the Village Office to request a meter test and replacement, if necessary.

2. Testing the Water Meter

- The Village Forman will replace the suspected faulty meter and perform an accuracy test on the removed meter to determine its functionality.

3. Outcome of Testing

- **If the meter is accurate:**
 - The landowner will be required to pay a service fine of \$75.00 to cover the cost of testing and the same meter will be re-installed.

- **If the meter is faulty:**
 - The Village will replace the meter at no cost to the landowner.
 - The Village will also calculate and determine an appropriate refund for overcharged water usage, based on historical usage patterns and the duration of the meter malfunction.
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Responsibilities

- **Village Forman:** Responsible for testing and replacing meters in accordance with this policy.
 - **Village Office:** Responsible for invoicing the service fine or arranging refunds as applicable.
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Exceptions

- This policy does not apply to meters that are damaged as a result of negligence or tampering by the landowner. In such cases, replacement costs will be charged to the landowner.
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Policy Review

This policy will be reviewed annually to ensure it remains effective and equitable.

