

VILLAGE OF GLENWOOD

WATER METER TESTING POLICY AND PROCEDURE

It is the Village of Glenwood's policy that if any water user is in dispute of their water bill the Village will send the water meter to an independent company to be tested per the request of the water user. The water user will be responsible for the charge of the test, the water bill in dispute, and the original water meter will be re-installed at the property if the following applies:

- The water meter results are within accuracy limits derived from AWWA (American Water Works Association).

The results and the meter test bill will be sent to the water user. The charge for the test will be adjusted on to the water user's water account to be paid with the water bill that is in dispute.

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The water user will not be responsible for the charge of the test and the water bill will be adjusted accordingly if the following applies:

- The water meter results are not within the accuracy limits derived from AWWA (American Water Works Association) meaning they are higher than the accuracy limits.

If the results are higher than the accuracy limits the water bill in question will be adjusted to reflect the percentage of the difference, if needed, the account will be reviewed and adjusted to reflect the percentage of difference up to six months previous water usage or three (3) billing cycles from when the problem was discovered, a new water meter will be installed, and the Village of Glenwood will be responsible for the charge of the meter test.

KO 3-3-10