



VILLAGE OF ACME
POLICY

POLICY # 2018-02
RATEPAYER WATER LEAKS

Authority: Motion #036-2018

Date: February 12th, 2018

Policy Perspective: From time to time, water ratepayers within the Village experience an event such as a water main break or water leak that uses excessive amounts of water, which results in large water bills to the resident/rate payers. Further, such rate payers often ask Village Council or Administration to write off the water bill in its entirety or a portion thereof. The purpose of this policy is to provide guidance as to how these situations should be dealt with. It should be noted that it is appropriate to refer to this policy in situations where the integrity of the water meter is not in question.

Background: Administration does not have the power to waive any portion of a properly invoiced utility bill, nor does it have the power to waive interest or penalties, both decisions are a decision of Council.

Background: The Village of Acme's water supply is purchased through the Aqua 7 water commission. Which means that all water consumed/used from the Village of Acme's water supply **must be paid for by the Village** and then billed to each individual resident in accordance with their usage. Therefore; when a water main break or a leak occurs, the water lost must still be paid for by someone. Village Council maintains that it is the responsibility of the rate payer to pay, as allowing the invoice to be written-off would then just condemn the rest of the rate payers to paying the bill in their place.

Policy Statement It is the policy of the Acme Village Council that each water customer within the Village of Acme is ultimately responsible for their water bill regardless of any break or leak that may have occurred. Council, through an **approved resolution at a council meeting, may** waive penalties should they choose to do so.

Deputy Mayor

Chief Administrative Officer