

## **Adjustment of High Water Usage Due to Badger Meter Replacement Policy**

**Approved by Board of Water and Sewer Commissioners: February 18, 2016 (2-0)**

### **Statement of Intent:**

The Town of Douglas Water and Sewer Department recognizes that a high water bill resulting from a meter change when the existing meter is a Badger, because of the nature in which Badger meters transmit flow reading from the actual meter reading to the remote outside register can result in a large discrepancy. Although the reading from the actual meter represents the amount of water actually used, this could result in a financial hardship to a customer. The intent of this policy is to establish a standard uniform manner in which to address the issue of a large usage due to discrepancy between the inside meter and outside reader.

### **Adjustment Determination Procedure:**

All Badger Meters that are changed shall be reviewed by the Systems Manager in order to determine if a discrepancy needs to be addressed on a case-by-case basis. This policy only applies to Badger meters being replaced and only for the next bill following a meter change. In the event an abnormally high reading has occurred due to the difference between the meter and the outside register, as determined by the Systems Manager, the Town of Douglas Water and Sewer Department shall consider a one-time adjustment to the meter read. The adjustment calculation shall be calculated by the greater of the actual outside read or the average of the previous four billings from history (for similar billing period) unless deemed otherwise by the Systems Manager. In the event the customer is not satisfied with the decision rendered by the System Manager, the customer may appeal to the Board of Commissioners who shall render the final decision on such a request.

Town of Douglas Water and Sewer Commission reserves the right to modify or eliminate this policy.