

Winchester Hills Water Company

Water Overage Policy

(Authority: Board meetings of 1/2/17 and 1/17/17)

As a result of past experience and research by the Water Company and the Board of Directors, no meter has ever been discovered “over reading” or registering more gallons per minute than what actually flows through the meter. A meter either registers flow or stops registering flow if it is broken or faulty. As a result, the following policy is established.

If the shareholder or proxy has an overage, which is the cause of a high water bill, and no leak can be found, they must attend a monthly water company board meeting to present their case for consideration. The board of trustees will then make a determination whether testing may be considered or not. Any overage due to negligence (i.e.; forgetting to shut off a hose, increased landscaping irrigation, or other undiscovered increase in water usage) will not be considered for rate adjustment.

If a shareholder has reason to believe that a meter is reading incorrectly, they can request that a meter be tested for accuracy with the shareholder or proxy present, in accordance with the following conditions:

1. A shareholder’s account must be paid and current to qualify for consideration of testing due to an overage.
2. A shareholder cannot request that a new meter be installed without the current meter being tested.
3. If a request is made to test the current meter and it is proven to be accurate, a \$250 fee will be charged to the shareholder to cover the cost of removing, testing, and reinstalling the meter.
4. If a request is made to test the meter and it is proven to be inaccurate, a new meter will be installed at no cost and without any fees charged to the shareholder, and previous overage charges will be investigated and evaluated for possible adjustment.
5. If the shareholder insists on a new meter even after testing proves that the current meter is accurate, the shareholder will be charged for the new meter, and the cost of removing, testing, and installation.