



TOWN POLICY

POLICY NUMBER: 1814

REFERENCE:

Resolution No.
010.01.23

ADOPTED BY:

Town Council
January 18, 2023

PREPARED BY: Strategic, Administrative &
Financial Services

DATE: January 18, 2023

TITLE: Utility Billing Anomalies

POLICY STATEMENT

Where a Ratepayer experiences an abnormally large and unexplained utility bill for a single billing period, the Town of Strathmore (Town) at the formal request of the Ratepayer, agrees to adjust the utility bill of the Ratepayer to an amount equal to the average monthly water consumption over the previous two years.

1.0. DEFINITIONS

- 1.1. "Anomaly(ies)" means any utility billing which reflects water consumption that is a minimum of three (3) times the peak amount consumed during the previous two year's billing period of the Ratepayer.
- 1.2. "Peak" means the highest water consumption in a twenty-four-month billing period, where the Ratepayer has occupied the billed unit/property for at least three complete utility billing cycles.
- 1.3. "Ratepayer" means the registered property owner on title of the property.

2.0. REASON FOR POLICY

- 2.1. This policy reflects Town Council's desire to treat all Ratepayers in a fair and equitable manner, and to provide staff with clear guidelines for the treatment of unusually large and unexplainable utility bill Anomalies.

3.0. POLICY CRITERIA

3.1 Water consumption and corresponding water and sanitary sewer billing amounts will be adjusted to an amount equal to the average monthly water consumption over the previous two years for a Ratepayer that meets all the following conditions:

- (a) An Anomaly has been identified on a monthly utility bill;
- (b) The cause of the Anomaly has been mitigated (water loss has been identified and rectified within 14 days of notification from staff or within 14 days from when a utility bill has been generated) and the Ratepayer has provided confirmation and dates on when the correcting actions have taken place;
- (c) The Ratepayer has approached the Town in writing, requesting relief from a utility bill Anomaly under this policy within 60 days from the due date shown on the utility bill in question.

4.0. RESPONSIBILITIES

4.1. The Senior Manager of Financial Services will be responsible to ensure that this policy is applied in a fair and consistent basis.

END OF POLICY

Related Policies – Forgiveness of Penalties on Utility Bills for Hardship Cases Policy 1813



MAYOR



DIRECTOR OF STRATEGIC, ADMINISTRATIVE
AND FINANCIAL SERVICES