



ROTHESAY

STATEMENT OF STANDARD PROCEDURE

Schedule "D"



Settlement of Disputes

BE IT RESOLVED THAT the method of settling and determining invoicing disputes with respect to the water utility system, shall be as follows:

1. Upon the request of the owner, and payment of a fee as set by resolution of Council, the Engineer will arrange the temporary replacement of the meter.
2. The meter of which accuracy is disputed shall be transported by the owner to a location designated by the Engineer, where the accuracy of the meter is to be checked and calibrated.
3. Any invoice issued based on a meter reading whose accuracy on testing is determined to be between ninety-six percent (96%) and one hundred, four percent (104%) shall be determined to be valid and full payment of the account required.
4. In the event that the accuracy of the meter is determined to be less than ninety-six percent (96%) or greater than one hundred, four percent (104%), the Engineer shall have the authority to estimate water consumption for the quarter and to make any necessary adjustments to the invoice.
5. In the event that the accuracy of the meter is determined to be less than ninety-six percent (96%) or greater than one hundred, four percent (104%), Council may refund the fee to the owner and the meter shall be replaced.