



# **DISPUTED WATER CONSUMPTION CHARGES POLICY**

## **1. BACKGROUND AND CONTEXT**

The Etheridge Shire Council (ESC) is committed to the reading and replacement of water meters in a correct and timely manner, with consideration for maintenance required by ratepayers.

ESC will show due diligence in the application of water meter reading processes and the selection of various actions in the occurrence that a meter is faulty or showing an incorrect reading

## **2. PURPOSE AND SCOPE**

This policy applies to all owners of properties within Etheridge Shire Council that are connected or capable of being connected to a defined water connection area/service.

## **3. DEFINITIONS**

ESC – Etheridge Shire Council

Rates and Charges - Rates and charges includes water consumption raised in accordance with Revenue Statement and Resolution of Rates and Charges adopted by ESC each year.

## **4. POLICY PROVISIONS**

### **4.0 Water Meter Replacement & Read**

ESC will replace water meters as required where found to be faulty. When replaced, the existing water meter will be read and recorded within the Rates Management System. In the instance that a water meter read is confirmed as faulty by the Town Manager, the read will then be deemed incorrect. ESC will then use an averaging process over the last three (3) biannual water reads to calculate an average amount of water consumed for the period. The average consumption is then added to the last water meter read to determine the final water meter read.

### **4.1 Incorrect Meter Reading**

A property owner is entitled to query their water consumption bill. Upon receipt of an enquiry or challenge, ESC will conduct another meter reading. If it is found that the initial meter reading was incorrect, Council will either:-

1. For amount over \$50, issue a revised water bill for the correct charge to the date of the 2<sup>nd</sup> water meter read; or
2. For amounts under \$50, adjust the account for the difference in the consumption charge which will be taken up in the next billing period.

## **5. AUTHORITIES AND ACCOUNTABILITIES**

- Local Government Act 2009
- Local Government Regulation 2012

## **6. RELATED DOCUMENTATION**

- Nil

## 7. APPROVAL TABLE

Approved by Council		Meeting number and date	
		16 <sup>th</sup> November 2022	
		Resolution number	
		22.11.06 DCS	
Approval by CEO			
Effective date		Review date	
1 <sup>st</sup> January 2023		1 <sup>st</sup> January 2024	
Policy Author			
Chief Executive Officer			
Current incumbent			
Ken Timms			
Implementation Officer			
Rates Officer			
Current incumbent		Contact number	Official file no.
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