



City of Moose Jaw POLICY

POLICY:	Consumption Correction Policy	POLICY NO.:	FS-001-2022 POY
POLICY Owner	Department of Financial Services	Effective Date:	June 27, 2022
Approved by:	City Council Resolution #2022-07-11-0280	Approved on:	June 27, 2022
Last Reviewed:	June 27, 2022	Next Review:	June 27, 2023
Version History			
Date Revised:		Approved on:	

1. Purpose

To provide direction to the Department of Financial Services for correcting consumption billing issues detected when a meter is removed from a property.

2. Definitions

1. Billed consumption – The consumption that a utility account has been billed.
2. Actual consumption – The consumption calculated based on an actual meter reading is recorded or the meter reading when the meter is removed from a property.
3. Retroactive period – 12 months from the date the meter was removed.
4. Average Consumption - The average daily consumption is calculated based on the actual consumption. A minimum of two years of account history is required to calculate the average daily consumption. If the minimum required historical consumption information is not available, 0.9m³ per day will be used as the average daily consumption (per City Council's motion on September 22, 2015).

3. Scope

This policy applies to the Department of Financial Services.

4. Responsibilities

1. The Utility Accountant is responsible for ensuring the meter readings are correct and calculating the billing adjustment when a variance is detected between the consumption billed and the actual consumption used. They will contact the account holder and explain the variance between the readings after the adjustment has been approved.
2. The Deputy City Treasurer is responsible for reviewing and approving the adjustments if the adjustment is less than \$5,000.00.
3. The Director of Financial Services or City Treasurer/City Assessor will review and approve all adjustments over \$5,000.00.

5. Procedure

1. Consumption errors can occur at the time the utility account or meter is set up or when an actual reading is recorded. This reading error may go undetected resulting in a large discrepancy in the consumption once the correct reading has been confirmed by the Meter Shop Mechanics. This will require an account adjustment.
2. The authority to process adjustments for consumption corrections is covered under Section 21(6) of Bylaw No. 5152, The Sewer and Water Utility Bylaw. The resolution made by City Council on December 1, 2015, in conjunction with the Stopped and Malfunctioning Meter Policy, limits the period for which the City Treasurer can retroactively adjust sewer and or water accounts. Under the authority given in Section 22(4)(d) of Bylaw No. 5152, The Sewer and Water Utility Bylaw and this policy, the billing will be limited to a period of twelve (12) months provided the account holder has given reasonable access to read their meter. Consumption corrections detected after July 1, 2022, will have their retroactive consumption adjustment limited to a twelve (12) month period commencing at the point in time when the variance in consumption was determined via an actual meter reading or the water meter was removed from the property.
3. The Utilities Accountant completes the billing adjustment based on the Consumption Correction Policy approved by City Council, which limits the period for which the City Treasurer can adjust sewer and or water accounts. The Utility Accountant will follow up on evidence found that indicates the readings being used to measure consumption are incorrect. The correct consumption measured on the water meter in question will be confirmed by the Meter Shop Mechanics.
4. The Deputy Treasurer reviews the calculations and approves the billing adjustments which are then posted onto the customer's account. If the adjustments total more than \$5,000.00, the Deputy Treasurer will defer the approval to the City Treasurer or the Director of Financial Services. The Director of Financial Services will be notified of any amounts approved over \$5,000.00. The Utility Accountant will contact the account holder and indicate that an adjustment will appear on their next billing. The adjustment will be completed by multiplying the average daily usage by the retroactive period.

APPROVED

City Manager's Signature:

Jim Puffalt