

ORCHARD HEIGHTS WATER ASSOCIATION POLICY

POLICY STATEMENT: #3

TITLE: EXCESSIVE USAGE

DATE APPROVED:

REVISED DATE(S): revised 06/21/2016

1. A Member may appeal to the Board a water usage charge that was unusually high due to an unanticipated event on the Members side of the meter that caused excessive water usage. This appeal may either be in writing or personally before the Board at a regular meeting and must be made within three months after receiving an excessive water charge.
2. An unanticipated event is defined as an unplanned breakage or fault that resulted in excessive water loss where the member had little or no knowledge of the loss and there was no benefit to the Member of the water used. It would be expected that the Member would take steps to correct the defect immediately when discovered.
3. The Board, at its discretion may adjust the water charge. This adjustment may include recalculating the charge based on a lower tiered water usage rate, taking into account the average of up to the previous three year's rates for a similar time of year.
4. The Board may or may not adjust such a loss, and each case will be decided on its own merits.

APPROVED:

Secretary/Treasurer or President