

CITY OF GRISWOLD

Utility Billing Policy/Procedure

Notification of Leak Detection Flag

ADOPTION DATE: 8-22-2011

RESOLUTION NUMBER: 4-2012

REVIEW PERIOD: This policy is to be reviewed every three years or as needed.

STATEMENT OF POLICY

The water meters utilized by the City of Griswold have a leak detection flag function. The City utilizes the leak detection list to notify customers of a leak.

APPLICABILITY

This policy applies to all utility customers of the City of Griswold.

DEFINITIONS

Leak Detection Flag- a notification provided by the Badger water meters used by the City that flags accounts that have had at least one gallon of water usage every hour for a twenty-four hour period prior to the meter reading.

Profile Reading- a listing of the gallons of water used every hour for a maximum of 21,000 hours that can be read from the transponder of a water meter.

POLICY AND PROCEDURE

After reading the water meters each month, a leak detection list is generated. The customers on this list are notified by phone or by mail depending on the total gallons used and at the discretion of the City Clerk.

It is the customer's responsibility to find and fix the leak. City staff members can assist a customer by pulling a usage profile from the meter showing when water was used on an hourly basis. This same profile reading can be done for a customer following repairs to determine if the leak is fixed.