


Water Supply

 <p>Opotiki District Council Strong Community Strong Future</p>	Policy	R 1 Water - Complaints
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Adopted	Meeting	Extra Ordinary Council Meeting	Date	2 August 2008	Review Date	
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Background	From time to time Council receives complaints regarding high water usage.
Purpose	To set a procedure in place for complaints regarding water use.
Policy Statement	<p>That when complaints are received regarding high water use, the following be Council policy:</p> <ul style="list-style-type: none"> (a) Council will fit a new water meter, test the old one and where it is proven that the meter is satisfactory, the ratepayer will have to meet the full cost of Council's time in fitting a new meter and testing the old one, and also the cost of excess water usage. (b) Where it is proven that the meter is at fault in that it is reading too high, costs will be borne by the Council. (c) Where a meter is reading up to 25% low, the account submitted be paid. Council to pay new meter installation. Where a meter reads more than 25% low, the account be assessed and Council pay new meter installation. (d) Where a meter fails completely, an assessment be carried out based on previous usage.
Delegations	<p>The following position holders have delegated authority from Council using the policy principles above.</p> <p>Nil</p>
References	Nil