



# Policy 4.1.10 -Meter Reading Dispute

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## REASON FOR POLICY

To establish customer rights when disputing a meter reading.

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## POLICY

A customer may contact Mount Pleasant Waterworks (MPW) for a full explanation of their bill and meter readings. If not satisfied with the explanation, a customer may request a formal review of charges.

A formal review of charges and a dispute of a meter reading must begin within six months of the bill date.

Mount Pleasant Waterworks can confirm for the customer the meter reading for the billing and the date range for the billing period. MPW will review the customer’s daily and hourly usage and meter reads in the meter data system in an effort to resolve the dispute. MPW will make all data available to the customer.

The meter data system provides comprehensive information regarding the meter readings and any notification alarms that may be available. If in addition to the meter data audit the customer requests a field visit and audit of the meter onsite, there will be a service call charge as specified in the recent rate schedule. An MPW Technician will schedule a visit and perform a field audit of the meter within 14 business days of the request, the customer may also request the audit be performed in their presence and the technician can provide education on accessing and reading the meter. If the audit indicates an issue is found and it is MPW's responsibility the service charge will be waived.

Mount Pleasant Waterworks will respond within 14 business days to provide adequate time necessary to investigate and review the account and meter readings.

A customer may set up a payment arrangement and pay the average monthly amount due while the meter is being investigated. Delinquent account charges will not be waived if a payment arrangement is not set up by the customer. The customer is responsible for making payments on time or delinquent account charges will be applied.

Once MPW provides investigation results and resolution to the customer, the bill will be adjusted accordingly, or the customer shall remit payment for the remaining amount due. The remaining balance may be paid in one payment or over a period of time with a payment arrangement.

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## REFERENCES

### DOCUMENT CONTROL

Managed by: <i>Customer Services Department</i>	Responsible Position: <i>Customer Services Manager</i>	Contact Position: <i>Customer Services Manager</i>
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