

The Villages®
Community Development Districts

ADMINISTRATIVE POLICY

NUMBER: 2018-02

TITLE: Meter Reads During Inclement Weather and Uncontrollable Situations

DATE ISSUE: **REVISION:** Original

SIGNATURE: _____
Janet Y. Tutt, District Manager

PURPOSE:

To establish policies and procedures related to water meter reads during inclement weather and uncontrollable situations.

BACKGROUND:

The North Sumter County Utility Dependent District and Village Center Community Development District, collectively referred to as “District”, provide water and irrigation services to residential and commercial properties in The Villages.

Occasionally, The District and its contractor may be unable to read water meters as scheduled due to severely inclement weather or other uncontrollable situations.

To consistently bill customers where applicable in these circumstances, it may be necessary to reschedule the meter reads or estimate the reads for the route(s). When applicable, the option that will have the least detrimental effect on our customers and The District will be selected.

APPLICABILITY:

This policy is applicable to any Finance Department Customer Service Representative, Billing Specialist, or Supervisor, who works with the utility contractor to determine meter reads and usage, in the process of utility billing.

AUTHORITY AND RESPONSIBILITY:

North Sumter County Utility Dependent District and Village Center Community Development Districts have delegated the authority and responsibility for implementing policies and establishing procedures for the handling of water and irrigation service for customer utility billing to the District Manager, who has delegated the day-to-day administration to the Finance Department.

In carrying out this duty, the Finance Department is responsible for:

- a. Enforcing policies and establishing procedures as defined in the adopted Rules of each Board.
- b. The establishment and maintenance of customer records.

POLICY:

The District shall estimate usage for up to one (1) service period as follows:

- a. Due to an actual or impending natural disaster, Finance may move billing read dates forward or backwards, up to three (3) business days from when scheduled – as long as the new read date is within the same accounting month.
- b. If it is determined that moving the read date is not feasible, then an estimated read approach will be applied for that month's billing.
 - i. When an estimated read is applied it will be applied for an entire ROUTE(s) within a billing cycle.
 - ii. A bill message will be applied to the applicable bills (if the space is available to do so). An example of a bill message is "NOTE: IF YOUR ACCOUNT # BEGINS WITH V022 YOUR METER READ WAS ESTIMATED FOR THIS MONTH DUE TO HURRICANE IRMA AND THERE WILL BE A TRUE UP WITH YOUR NEXT READING."
 - iii. If a bill message is not possible, a standard letter insert will be included with the bills to educate the homeowners whose bills are using an estimated read (see letter example included in the procedures).
- c. In the month subsequent to the month where an estimated read was done, an adjustment may be necessary when the estimated read results in estimated usage that billed at the 2nd or 3rd tier of water charges. For example, with potable water use > 11,000 gallons in VCSA and LSSA, >3000 gallons in CSU or > 4000 gallons in NSU. When this happens, it will be necessary to review the Negative Read reports and manually adjust accounts that would have been credited at the lower tier rates. Once the credit is calculated (see the billing procedure guidelines for more details), a Recalculated Bill will be printed and mailed to each customer to provide notification to them. The Bill Message should be updated to say: "YOUR BILL WAS ADJUSTED TO ACCOUNT FOR TIERED BILLING ON YOUR PREVIOUSLY ESTIMATED STATEMENT."