

From Langley Municipal Code

Section 13.01.560 Meter testing - Adjustment of bill.

A. Upon request from a customer, based upon a complaint that the water bill for any period has been excessive, the department shall have the meter reread.

B. Should the customer then request that the meter be tested for accuracy, he shall make a deposit, as prescribed herein, with the City Clerk/Treasurer. The customer shall have the privilege of being present when such test is made. In case the test discloses an error of more than three percent in favor of the City, said deposit shall be refunded to the customer, a correct registering meter shall be installed, and the customer's account shall be credited with the excess consumption over the three previous readings. When the test discloses no such error, the amount deposited shall be retained by the water department to cover a part of the cost of such test. No meter shall be removed or in any way disturbed, nor the seal broken, except in the presence of the service director or his authorized representative.

C. In the event that the procedures listed above do not answer and/or settle the complaint registered, the customer shall have the right to make an appeal to the City Council for resolution of the complaint, by noting the complaint for discussion on the City Council's agenda at the next regularly scheduled City Council meeting. If said appeal is not made within thirty days after the water department's inspection, said right to appeal shall be deemed waived. The City Council's decision shall be final and not subject to further appeal.

(Ord. 744, 1997)