



Questions?



Village of Burr Ridge
Finance Department
(630) 654-8181
www.burr-ridge.gov

FREQUENTLY ASKED QUESTION

What is a Water Meter Discrepancy?

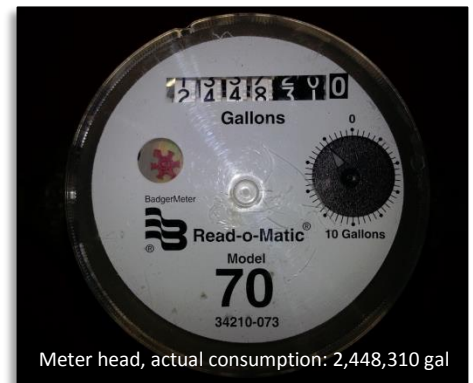
What is a Water Meter Discrepancy?

The water meter system that was previously installed in Burr Ridge consists of two separate components; 1) the actual water meter which is installed inside the home, and 2) an exterior remote reading unit. This system was designed to allow the Village to determine water consumption without entering the consumer's home. As the interior meter advances, it releases an electronic charge which then advances an odometer on the exterior of the home. The exterior device is read each 60-day billing cycle, but the interior meter is only read by the Village at the time of meter replacement or account closure. Therefore, the actual water that has been consumed is recorded at the interior meter, and is indicated at the outside device for billing purposes only.

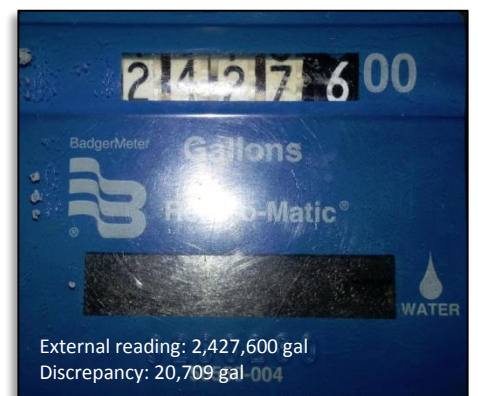
In some cases, a mechanical failure results in a differential between the amount that is accurately recorded at the interior meter and the amount which is inaccurately indicated at the external device. Failure of the outside unit to maintain a correct correlation to the actual water meter reading can occur with the old meter system. For this reason, all water consumers are urged to periodically compare the interior and external readings. The new meter which is currently being installed allows the meter head to be interrogated directly, which eliminates the potential for a discrepancy to occur in the future.

When a discrepancy occurs, the Village has not invoiced the consumer for the full volume of water that has been consumed. Burr Ridge Village Code (Ordinance A-439-02-14) requires that all accounts be reconciled for the accurate water consumption in order to maintain equity among consumers. Nonetheless, the Village understands that this may result in an unexpected expense. Therefore, Village Code provides for a reduction to be made based upon a reduced consumption tier and rate. This reduced amount will be indicated in a separate reconciliation bill which will be mailed to the consumer.

Village Code does not allow the Village to further negotiate the rate, but a payment program can be initiated in order to further assist with account reconciliation. If you receive a reconciliation invoice, please feel free to contact the Village of Burr Ridge Finance Department if you wish to discuss a payment plan (630) 654-8181.



Meter head, actual consumption: 2,448,310 gal



External reading: 2,427,600 gal
Discrepancy: 20,709 gal 004