

The Holdingford City Council intends to provide fair and equitable utility services to all citizens of Holdingford. To ensure there is no preferential treatment, the following procedures have been put into place:

Monthly, meter readings will be imported into the Utility Billing software, where the amounts owed are calculated. A high-use report will be ran to determine if any citizens had a significantly higher usage than an average of the previous months. The Clerks will attempt to contact the citizen if high usage is detected.

- If the Citizen determines they had unintentional water usage due to a faulty or broken fixture in their home, they shall determine if the water went into the sewer system. If no faulty or broken fixtures are detected, the citizen should shut off all water sources in their home and check their water meter to see if it is spinning.
 - If the water did not go into the sewer (for example, a broken water line under the home), the citizen may request a credit for extra sewer charges that were billed. The clerks would calculate the amount credited, based on the average usage of the home. The credit will appear on the next billing cycle.
 - If the water went into the sewer system, the citizen is responsible for the full amount billed.
- If the Citizen determines the increased usage is due to watering a garden or lawn, they are responsible for the entirety of the bill.
 - If the Citizen intends to water their lawn/garden frequently, they may purchase a second meter or a deduct meter from the city. The Citizen is responsible for the cost and the installation of the meter. The second or deduct meter will automatically deduct the sewer portion of the usage.
- If a Citizen fills their pool annually, they must do one of the following to qualify for the sewer deduction, and they must not drain their pool into the storm or sanitary sewer system at the end of the season:
 - Install a second meter or a deduct meter.
 - Schedule a pool fill with the Fire department. The Citizen will be charged for water only per the current schedule of fees. A donation to the fire department may be made.
 - Inform the Clerks you will be filling the pool. The Clerk will give instructions on documenting the meter read before and after the pool fill. The Clerks will deduct the sewer portion of the water to fill the pool.
 - The water must not be drained into the sanitary, or storm sewer system, or the citizen will be charged back the sewer fees that were previously forgiven.
- Any other forgiveness requests must be presented in person at a City Council meeting.