

Village of Hartwick Operating Procedures

Water Billing Process

Version 4.0

Approved Date: Jun 27, 2023

Table of Contents

Section I – Definitions
Section II – Overview
Section III- Meter Reading
Section IV – Billing Process
Section V – Detecting Leaks
Section VI – Adjustment Process

Section I – Definitions

LWC – Louisville Water Company, responsible for billing Village of Hartwick for water and sewage.

VOH – Village of Hartwick Resident Association

Residents – Homeowner responsible for water bill

Executive Committee – Refers to the officers of Hartwick Village Resident Association that includes the President, Vice President and Secretary/Treasurer

Property Manager – Refers to Cornerstone Properties that manages water billing for VOH.

Section II – Overview

This document will describe the process and procedure for the Village of Hartwick (VOH) Water Billing. The Village has a master Louisville Water Company (LWC) meter which registers the total water usage of the entire village of 27 residents. Each individual resident has a homeowner meter that records the water usage for that resident. LWC bills VOH for the usage of all water used by all residents. The property manager, Cornerstone Properties bills each resident for their portion of total water usage. This document will explain the four sub-processes including Meter Reading, Billing, Detecting Leaks, and Adjustments.

Section III. Meter Reading:

LWC reads the master meter every two months usually the last 2-3 days of that month. The months when the meter is read are February, April, June, August, October, and December. At the same time Cornerstone Properties will also have the individual resident meters read. When the Cornerstone meter reader observes unusual water meter activity (red triangle spinning quickly) they will knock on the door and if possible make the homeowner aware of the possible unusual water usage. If the resident is not home they will leave a note on the front door. After all meters are read the reader will return to Cornerstone Properties and provide the readings to the office personnel responsible for creating the water bills. Those readings will then be entered into the Cornerstone billing system to calculate individual resident usage.

Section IV. Billing Process:

The billing process is started no later than 10 days after receipt of the LWC Bi-monthly bill and all residents water invoice should be mailed no later than 14 days after receipt of LWC bill.

1. The same day the LWC billing process is started the excel file “Water Bill Comparison Jan 2020” will be completed and immediately send to the Executive committee. The highlighted columns A, B, D, G, H, and J will be updated on the next blank line and saved. This spreadsheet will help determine excess usage that may be the cause of a leak.

Upon receipt of LWC bill complete the highlighted columns below.



Immediately afterwards forward spreadsheet to Executive Committee

A	B	C	D			G	H		J						
LWC Bill Date	LWC Current Read Date	Days in period	Mulloy Read Date	Days in period	Days Diff	LWC Usage	HV Usage	Usage Difference	LWC Total Bill [includes fire service]	Avg \$ per gallon	Running Average difference	LWC Avg Usage per day	HV Avg Usage per day	Daily Difference	
12/04/18	12/03/18		11/28/2018		-5	183,000	130,930	-52,070	3,256.84	0.017797	-52070				
01/31/19	01/29/19	57	2/4/2019	68	11	211,000	140,570	-70,430	3,383.07	0.016034	-61250	3702	2067	-1635	
04/03/19	03/28/19	58	3/27/2019	51	-7	270,000	96,950	-173,050	4,077.27	0.015101	-98517	4655	1901	-2754	
06/04/19	05/29/19	62	6/4/2019	69	7	273,000	141,230	-131,770	4,167.59	0.015266	-106830	4403	2047	-2356	
08/01/19	07/31/19	63	7/29/2019	55	-8	239,000	213,490	-25,510	3,751.20	0.015695	-90566	3794	3882	88	
09/30/19	09/26/19	57	10/2/2019	65	8	143,000	161,051	18,051	2,853.28	0.019953	-72463	2509	2478	-31	
12/2/2019	11/27/2019	62	12/4/2019	63	1	175,000	133,349	-41,651	3,287.10	0.018783	-68061	2823	2117	-706	

2. The LWC bill total consists of several separate billing items. The water bill has consumption pricing per 1,000 gallon of usage. In addition there are fixed charges including Domestic Service Charge and Water Fire Service charges that are based on number of days in the billing period and a fixed Cross Connection fee. The sewer bill has two consumption charges one for EPA and another based on water volume. There are two other service charges based on the number of days in the billing period. These are Waste Water Service and Storm water/Drainage charges. These are illustrated below.

3. Cornerstone will open the previous billing spreadsheet and do a “Save As” and modify the file name by entering the current billing period at the end of the file name, such as “Feb-Mar 2020”. The new spreadsheet will then be updated for the current billing cycle as follows.

a. Charges on the LWC bill will be entered on the Cornerstone Water Billing spreadsheet in the designated highlighted cells. The consumption rates and fixed charges are automatically calculated.

Louisville Water Charges  Customer Service and Automated Services: 502.583.6610 Call Center Hours: 8:00 a.m. - 6:00 p.m., Mon - Fri LouisvilleWater.com		Service Period: 03/28/19-05/29/19 Water Domestic Service Charge 62 Days @ \$3.05523 \$189.42 Water Consumption Charge 50.0 CONS @ \$3.80 \$190.00 Water Consumption Charge 223.0 CONS @ \$4.01 \$894.23 Cross Connection Fee \$13.30 Louisville Water Charges \$1,286.95
MSD Charges  MSD Service Inquiries: 502.587.0603 Available 24 hours LouisvilleMSD.org CustomerRelations@LouisvilleMSD.org		Service Period: 03/28/19-05/29/19 EPA 273.0 CONS @ \$1.54 \$420.42 Wastewater Service Charge 62 Days @ \$2.37255 \$147.10 Wastewater Volume Charge 273.0 CONS @ \$4.97 \$1,356.81 Service Period: 04/02/19-06/04/19 Stormwater/Drainage Charge 63 Days \$840.71 MSD Charges \$2,765.04

		June 2019			
Consumption	273	SC Daily Charge (per day/#units)			
Louisville Water	\$4,051.99	189.42	27 units	420.42	
Fire Service	115.60	190.00		147.10	27 units
LWC Total	\$4,167.59	894.23		1356.81	
		13.30	27 units	840.71	27 units
		115.60	27 units		
		1084.23	273000	1777.23	273000
		11.79	0.0077	36.59	0.01258

b. Cornerstone will then update the spreadsheet by copying “Water Usage” column and paste it in the “Previous Usage” column and copy “Current Reading” column and paste it in the “Previous Reading” column. This step establishes the Previous Usage and Previous Reading for the new water bill.

Owner	Address	Previous Usage	Previous Reading	Current Reading	Water Usage	W Fixed	W Usage	W Fixed	W Usage	VOH Bill
Swanson	4103	5429	1654430	1659930	5500	12.36	23.44	37.08	40.92	113.80
Germain	4105	11070	927990	933540	5550	12.36	23.66	37.08	41.29	114.39
Krueger	4107	5910	854420	861520	7100	12.36	30.27	37.08	52.82	132.52
Kelly	4109	4880	1030790	1034700	3910	12.36	16.67	37.08	29.09	95.19

c. Cornerstone will then enter the new “Current Reading” for each resident. After all “Current Readings” are entered the spreadsheet will automatically calculate all usage and fixed charges for each resident’s water bill. Cornerstone will review the entries looking for any possible errors such as a +/- 20% change in usage. If correct save the completed spreadsheet using the file name as stated above.

d. Immediately after the Water Billing spreadsheet is complete a copy will be sent to the Executive Committee. The Executive Committee will have 3 days to review the calculations and usage. If there is no feedback from the Executive committee during the 3 day review process the Water Invoices can be sent to residents. This spreadsheet will be kept confidential and only used to review individual water usage to help determine if any resident may have an unreported leak.

d. The final water bill for each resident will be created using the Mail Merge or Macro process. This process will read each line of the spreadsheet and format the charges and total invoice for each resident producing the water bill ready to be mailed to each resident. A sample of the water bill is below.

INVOICE DUE- WATER BILL
Usage Period December 5~February 3, 2020

Resident Name
House #

Dear Homeowner,

Below is your water usage and amount due for your water bill. Please pay upon receipt of this invoice, making the check payable to The Village of Hartwick.

Your previous Water usage: 5429

Average use of all Residents this period: 4435

Previous Reading: 1654430

Current Reading: 1659930

Current Period Water Usage: 5500

Water Bill based on usage (.0077 X usage): 23.44

Water Fixed monthly charge¹: 12.36

Sewer Bill based on usage (.01258 X usage):40.92

Sewer fixed monthly charge²: 37.08

Total Amount Due: 113.80

¹Fixed water consists of daily service charge, cross connection fee & Fire water daily service

²Fixed sewer consists of Wastewater daily service charge & Storm water/drainage daily service charge

Thank you

Mail check to: Cornerstone Property Management 8003 Lyndon Centre Wy #101, Louisville, KY 40222

Section V. Detecting Water Leaks

Cornerstone will send to the Executive committee immediately after each billing period the “Water Bill Comparison” and “Cornerstone Water Billing” spreadsheet as per samples below.

Sample of “Water Bill Comparison” spreadsheet

Upon receipt of LWC bill complete the highlighted columns below.

Immediately afterwards forward spreadsheet to Executive Committee

A	B	C	D			G	H		J						
LWC Bill Date	LWC Current Read Date	Days in period	Mulloy Read Date	Days in period	Days Diff	LWC Usage	HV Usage	Usage Difference	LWC Total Bill [includes fire service]	Avg \$ per gallon	Running Average difference	LWC Avg Usage per day	HV Avg Usage per day	Daily Difference	
12/04/18	12/03/18		11/28/2018		-5	183,000	130,930	-52,070	3,256.84	0.017797	-52070				
01/31/19	01/29/19	57	2/4/2019	68	11	211,000	140,570	-70,430	3,383.07	0.016034	-61250	3702	2067	-1635	
04/03/19	03/28/19	58	3/27/2019	51	-7	270,000	96,950	-173,050	4,077.27	0.015101	-98517	4655	1901	-2754	
06/04/19	05/29/19	62	6/4/2019	69	7	273,000	141,230	-131,770	4,167.59	0.015266	-106830	4403	2047	-2356	
08/01/19	07/31/19	63	7/29/2019	55	-8	239,000	213,490	-25,510	3,751.20	0.015695	-90566	3794	3882	88	
09/30/19	09/26/19	57	10/2/2019	65	8	143,000	161,051	18,051	2,853.28	0.019953	-72463	2509	2478	-31	
12/2/2019	11/27/2019	62	12/4/2019	63	1	175,000	133,349	-41,651	3,287.10	0.018783	-68061	2823	2117	-706	

Sample of “Cornerstone Water Billing” spreadsheet

Owner	Address	Previous Usage	Previous Reading	Current Reading	Water Usage	W Fixed	W Usage	W Fixed	W Usage	VOH Bill
Swanson	4103	5429	1654430	1659930	5500	12.36	23.44	37.08	40.92	113.80
Germain	4105	11070	927990	933540	5550	12.36	23.66	37.08	41.29	114.39
Krueger	4107	5910	854420	861520	7100	12.36	30.27	37.08	52.82	132.52
Kelly	4109	4880	1030790	1034700	3910	12.36	16.67	37.08	29.09	95.19

Determining if there is a leak: The executive committee will review the total water usage and individual usage to determine if there is potentially a leak. The “Water Bill Comparison” spreadsheet will allow analysis of several factors that may indicate a leak. The average usage per day is calculated using the number of days between each billing cycle for both LWC master reading and Cornerstone’s reading of individual meters. The Executive committee looks for trends (possible small leak) or a sudden increase since last meter readings. If any one of the three Executive Committee members suspects an unusual increase in total usage or resident usage they will contact the other two committee members and discuss any possible action, within 3 days of receiving the report.

Potentially leaks that can occur prior to the residents meter (between master meter and residents meter) and at or after the residents meter or a combination of both.

a. **Leaks that occur prior to any residents’ meter** will cause increased billing for all residents. The leak could be either in the pipe in the common area or right of way (VOH responsibility) or in the pipe from the street connection to the meter (Resident’s responsibility). A leak prior to the meter may be indicated by the LWC Consumption being much higher than total Resident consumption. After the Executive Committee determines that there is likely a leak they will decide on the appropriate action to take. This could include walking the property looking for wet grounds or may require a professional

plumber to help detect where the leak is located. Once the leak is located the action taken will depend on the location of the leak. If the leak is detected in the main lines leading up to the Resident's connection then the VOH will have the responsibility to repair the leak. If the leak is found to be in the connection pipe to the meter it will be the responsibility of the resident to repair the line as quickly as possible. If the resident does not immediately repair a leak on their property the VOH may decide to repair the leak and then bill the resident for cost plus 10% for the repair. In addition if VOH hires a plumber to locate a leak and it is determined to be on the residents property the resident will reimburse VOH for the cost of locating the leak.

b. **Leaks that occur at or after the Resident's meter** will cause increased usage and billing for the resident. In order to check for a leak the resident will want to make sure they do not have any water running inside or outside the house and then check the meter in the courtyard. The small red triangle in the middle of the meter should not be moving. If it is spinning slowly you could have a toilet not shutting off completely or you have a leaking faucet (don't forget your outside faucets). If that is the case the resident will need to locate the problem and have it fixed. If it is spinning fast you likely have a major leak that could be anywhere from the meter, under your floor or within your home. The resident will need to call a plumber to locate the leak and repair it as quickly as possible. Until the leak is detected and repaired the resident will have continued excessive water usage and will be responsible for paying the bill for the water going thru their meter. After repair is made and normal usage is restored there may be a LWC adjustment to your bill. This is covered later in this document.

If a **resident** suspects there is a misreading of the meter they should try to verify the meter reading by comparing the current reading with the reading on the water invoice. If the current reading seems out of line (IE. less than reading stated on invoice) contact **Cornerstone Properties within 3 days of receiving the water invoice**. The resident should also contact one of the Executive Committee to make them aware of the situation. If the resident needs help with reading the meter or has questions they may contact one of the Executive Committee for assistance.

Section VI. Adjustment Process:

When a leak is detected and repaired a Request for Adjustment will be submitted to the LWC. LWC policy is that they will share the overage 50/50 with the user based on average usage. In other words the final bill will still be higher. Attached below is the LWC Adjustment Request form. The type of adjustment and how it is credited will depend on where the leak occurred.

a. If the leak is between the master meter and a resident's meter then any credit given by LWC will be prorated back to all residents based upon their individual % of usage during the adjustment period. For example if a resident usage was 4,000 gallon and the total of residents during that period was 120,000 gallons then the credit would be 3.33% (4,000/120,000) of the total credit given by LWC.

b. If the leak occurs after the resident's meter (within the house or in the ground) they are responsible for paying for all usage measured by their meter. If a credit is given by LWC for the excess usage at the resident's unit then that resident will receive 100% of the credit.

Completing Request for Adjustment: Once the Executive committee has determined a Request for Adjustment should be filed with LWC the following steps occur. First the repair must be made and a copy of the repair bill listing the specific repair must be provided to Cornerstone Properties. Within 5 days after receiving the repair bill Cornerstone Property will complete the adjustment form and then present it to the VOH President for approval. If the adjustment is specific to an individual resident Cornerstone will provide the resident address in the "Brief Description" section of the Adjustment Request. After approval the form will be mailed to LWC at the address on the form. After 60 days if

there has not been a response from the LWC Cornerstone Property will follow up to determine the status of the request. Once notified by LWC of any credit or denial of credit the VOH President will be immediately notified. If a credit is given it will then be processed during the next billing period as described above in Section VI – Adjustment Process paragraph a. or b.

Louisville Water Company Adjustment Request Form

Louisville Water Company's adjustment policy is designed to assist customers with a high bill resulting from a leak on the customer's property. However, the adjusted bill will still be higher than your normal bill, since Louisville Water Company shares one-half (1/2) of the cost above your average usage. In effect, the customer pays their normal bill plus (+) fifty percent (50%) of the excess amount.

Note: Adjustments are limited to no more than two (2) adjusted bills in a twelve (12) month period.

TO RECEIVE AN ADJUSTMENT, THE FOLLOWING CRITERIA MUST BE MET:

- First, have the leak repaired.
- Then complete the form below.
- Submit the completed form, along with proof of repair* by fax, mail or in person to:

**Attn: Adjustment Department
Louisville Water Company
550 S 3rd Street
Louisville, KY 40202-1839
Fax: (502) 569-0827**

**Proof of repair documentation includes receipts for parts and/or plumber's statement/invoice.*

CUSTOMER'S NAME _____ **ACCT NUMBER** _____

SERVICE

ADDRESS _____

TELEPHONE NO (_____) _____ NUMBER OF PEOPLE IN HOUSEHOLD _____

TYPE OF REPAIR (Check one): ___ **INSIDE LEAK** ___ **OUTSIDE LEAK**

DATE OF REPAIR _____

PROVIDE A BRIEF DESCRIPTION OF THE REPAIR BELOW:

CUSTOMER SIGNATURE _____

DATE _____

REMEMBER: Attach receipts and/or plumber's statement/invoice.