

Policy 003

KLWD Call Out Costs and Recoveries

KLWD call out policy is that where the issue is determined to be between the meter and the home the cost of the call out will be billed to the homeowner. In cases where the issue is prior to the meter, KLWD is responsible for costs.

The minimum costs for a call out with our Water Operator is:

- 1) Within Business hours 8am – 4pm, Monday through Friday excluding Statutory Holidays
 - a. 1 hr x 1 persons x \$85 per hour = \$85
- 2) Calls outside regular business hours, including Statutory Holidays:
 - a. 4 hrs x 1 persons x \$127.50 per hour (OT rate) = \$510.00

Our water operator will triage the situation and use judgement to determine whether or not an emergency service call is warranted or if it can wait for the next business day.

When a resident/homeowner calls the emergency line or the KLWD Administrator for an issue they will be advised by the water operator or administrator that the homeowner will be billed for the service call if the issue is determined to be between the meter and their home.