

WATER AND SEWER CREDITS
(Amended 12/15/99)

1. *Water Credits*

If water flowed through a water meter for consumption or other usage, **NO CREDIT** will be given for leaks, etc. All water used is a cost to the Utility and must be paid for by the consumer and / or property owner.

2. *Sewer Credits*

All water registered through the water meter will be billed for sewer consumption unless an exception meter is in place or a leak occurs that does not result in water entering the sanitary sewer system. **NO CREDIT** will be given for toilet leaks, etc. All water entering the sewer system needs to be treated and is a cost to the Utility. The cost is the responsibility of the consumer and / or property owner.

3. *Water and Sewer Credits Administered Through Insurance Claims for Activities Conducted by the City.*

If a consumer believes water consumption has been caused by toilet leaks due to sediments from a main break (or the annual flushing program), a claim form can be obtained from the Human Resources Department or the City Clerk's office. The completed claim form should then be filed with the City Clerk, who will forward it to the Claims Committee for consideration. These claims will not be processed by the City Clerk until a report from the Utilities Director verifies the water meter has been proven to be accurate and that either a main break or water main flushing occurred during the time of the disputed billing.

4. *Meter Malfunction*

If the Utility meter and / or remote reader malfunctions, a Distribution representative will evaluate the problem and, if need be, recommend to the Finance Department via written correspondence, an adjustment. Distribution will copy the Director of Utilities any correspondence recommending a sewer credit.

5. Owners of newly constructed homes are entitled to a lawn watering credit to give customers a sewer credit on water used that will not be entering the sewer system while installing a new lawn. The credit will be calculated automatically without a formal request from the customer and appear on the customer's last winter quarter billing in the first full year of occupancy. If the customer has moved within the City, the credit will be posted to the new address. If the customer moved out of the City, a check will be cut and mailed to the customer's forwarding address.

The method of computing the credit is to subtract the highest of the two winter quarter bills consumption from each of the previous summer quarter's bill consumption. This difference (consumption to be credited can not be less than zero) will be multiplied by the applicable sewer rate for each quarter. The sum of the calculations for the two quarters will equal the credit.

There may be unusual circumstances where the calculation may need to be adjusted, such as toilet leaks, broken pipes, stuck meters or watering outside of the designated summer quarters. Disputes on the calculation of the credit can be filed in writing to the Director of Utilities for consideration. The Director (or designee) can authorize the Finance Department to adjust the credit. If the Director (or designee) denies the request, the individual can appeal to the Utilities Committee.

6. *Summer Sewer Billing*

This policy follows the existing practice for summer sewer billing which is to bill for summer sewer use at no more than the highest winter quarter sewer bill.