

NSWRD Policy on Water Usage Credits

SECTION 1: GENERAL INFORMATION

1.1 Reference to the User Charge Ordinance

This policy is made pursuant to Section 5.04 of the "Ordinance Establishing a User Charge System" which states:

"a partial exemption will be granted for water not returned to the sanitary sewer system. The user must install a credit meter or a meter on the sanitary line or have a method of procedure to determine such amounts which has been approved by the District."

1.2 Purpose of This Policy

Therefore, the purpose of this policy is to list the procedures that have been approved by the District for the purpose of giving credits to our customers. This is done in order to provide uniformity in the handling of such requests.

1.3 Credits Not Otherwise Listed in This Policy

Credits for water not returned to the sanitary sewer system but not specifically mentioned herein, may be granted by the General Manager for amounts not exceeding \$500.00.

1.4 Falsification of Information

The District shall have the right to inspect the user's property, pursuant to Section 3.06 of the above-mentioned Ordinance, and to receive appropriate documentation, in order to determine the extent of compliance with both the Ordinance and this policy. Users providing false information shall be subject to Section 5.09 of the above mentioned Ordinance which states:

"...shall, upon conviction be punished by the imposition of a civil penalty of not more than \$1,000 or by imprisonment for not more than six (6) months."

SECTION 2: CREDITS FOR INSTALLATION OF A LAWN

2.1 Eligible Customers

All customers shall be eligible for a sod or seed lawn installation credit.

2.2 Amount of the Credit

The amount of the credit shall be 44 gallons (or 5.9 cubic feet) per square yard multiplied by the number of square yards installed, multiplied by the customer's user charge rate per 1000 gallons (or per 100 cubic feet), divided by the rate basis of 1000 gallons (or 100 cubic feet). The above credit will be reduced by the amount that otherwise would have been duplicated through the receipt of a credit from the residential summer credit program. No credit shall be given unless the amount of sod installed or seeded area exceeds 200 square yards.

2.3 Required Documentation

In order to receive the credit, a customer must submit the attached Lawn Installation Credit Application (Exhibit A) and supply a copy of a purchase order, work order or other receipt from a lawn company, landscaper, or other vendor which shows the following information:

- Address of the property
- Date of sod installation or seeding

- Number of square yards of sod installed or seed applied

The District reserves the right to inspect the property to verify the information on the application.

SECTION 3: CREDITS FOR POOLS

3.1 Eligible Customers

All non-residential pools and indoor pools belonging to residential customers shall be eligible for an annual pool credit. Outdoor pools belonging to residential customers are not eligible since such a pool credit would duplicate any credit given through the residential summer credit program.

3.2 Amount of the Credit

The amount of the credit shall be the volume of the pool multiplied by the customer's user charge rate per 1000 gallons (or per 100 cubic feet), divided by the rate basis of 1000 gallons (or 100 cubic feet). No credit shall be given unless the volume of the pool exceeds 10,000 gallons. 3.3 Required Documentation

In order to receive the credit, a customer must submit the attached Pool Credit Application (Exhibit B). The District shall send an inspector to the location to verify the information on the application. Following this inspection, the customer will begin to receive appropriate credit.

Every year thereafter, the District shall send to the customer a Pool Credit Form (Exhibit C), which the customer must sign verifying that the pool still exists. Upon receipt of this form by the District, the customer will then receive the credit on the next invoice.

SECTION 4: CREDITS FOR WATER LEAKS

4.1 Eligible Customers

All customers shall be eligible for a credit due to a leak that occurs downstream of their water meter.

4.2 Amount of the Credit

The amount of the credit shall be determined as follows:

- The average quarterly flow is determined using the four consecutive quarters prior to the quarter in which the leak occurred.
- For leaks in the internal plumbing of the dwelling, the customer shall be billed for the quarter in question at the combined flow rate (Ordinance Establishing Fees & Charges, Section 3.2) for the average quarterly flow as determined above and shall be billed at the individual flow rate (Ordinance Establishing Fees & Charges, Section 3.1), for the metered water consumption in excess of the average quarterly flow.
- For leaks that occur external to the dwelling, or that are discharged externally via a sump pump or other means, the customer shall be billed at the combined flow rate for the average quarterly flow as determined above.

4.3 Required Documentation

In order to receive the credit, a customer must supply a copy of a purchase or work order from a licensed plumber which shows the following information:

- Address of the property
- Date of repair
- A statement that the leak occurred on the customer's side of the water meter and indicating whether the leak occurred in the internal plumbing of the dwelling or external to the dwelling

If the customer repaired the leak without the services of a licensed plumber, the customer must provide a written statement describing the leak and explaining how the repairs were made. The Customer must also attach store receipts for the repair parts used.

SECTION 5: CREDITS RELATED TO THE CONSUMPTION OF WATER DURING PRODUCTION

5.1 Eligible Customers

To the extent that installation of a credit meter is not possible and/or practical, industrial customers may be eligible for credits for water consumed during the manufacturing process or otherwise not returned to the sanitary sewer.

5.2 Amount of the Credit

The amount of the credit shall be determined by the District.

5.3 Required Documentation

Once a basis for credits has been established by the District, the customer shall comply with any documentation requirements to continue to be eligible for production credits.

SECTION 6: CREDITS RELATED TO INSTALLATION OF CREDIT METERS

6.1 Eligible Customers

All customers shall be eligible to install one or more credit meters for the purpose of determining the amount of their incoming water usage that does not return to the sanitary sewer system.

6.2 Amount of the Credit

The amount of the credit shall be the usage as recorded by the credit meters.

6.3 Required Documentation

Customers desiring to install a credit meter shall complete the District's Credit Meter Application (Exhibit D). Upon receipt of the Application, the District shall evaluate the proposed meter to ensure that it satisfies the District's minimum requirements for credit meters (Exhibit E). Should the proposed meter installation meet or exceed the District's minimum requirements, the District shall authorize the installation of that meter.

The customer is responsible to ensure that the proposed meter and its installation satisfy the requirements of the customer's municipality and water supplier. The cost of the meter, its installation and its maintenance, including any recalibration that may be required by the District, shall be borne by the customer.

Following the installation of the meter, the customer shall contact the District to schedule an appointment to have the installation inspected and the meter sealed. Each quarter thereafter, the customer shall read the meter and record the reading on a Credit Meter Form

supplied by the District (Exhibit F). Upon receipt of the form by the District, the customer shall receive a credit. The District reserves the right to periodically read the meter for the purpose of verifying the readings supplied by the customers.

Where the meter is conveniently located and readily accessible there shall be no charge for the meter installation inspections or periodic meter readings. Charges may apply if the meter is not readily accessible for inspection.

SECTION 7: RESIDENTIAL SUMMER CREDIT PROGRAM

7.1 References to Other Information

This credit, its eligibility, and exact computations, are described in Sections 2.07 and 3.03 of the Ordinance Establishing a User Charge System. All residential customers are automatically enrolled in the program. The brochure, Information About Our Summer Credit Program (Exhibit G), further explains the program.