

All tests will be at the sole expense of the Utility, unless the Customer requests tests more frequently than once in eighteen (18) months, in which case the Utility will require the Customer to make a minimum deposit in the amount of \$60.00. After testing, a bill showing actual costs will be mailed to the Customer. If a meter tested at the request of a Customer does not conform to Chapter 62, the Customer's deposit will be either refunded or credited to the Customer's account. If the meter conforms to Chapter 62 the Customer will be required to pay the entire cost of said testing and any deposit made will be adjusted accordingly. The meter may be continued in use at the same location at the discretion of the Utility.

38. Leak Abatement Procedure

From time to time plumbing failures cause water leaks that are undetected until the water meter is read.

Customers seeking abatement for an undetected plumbing failure that results in consumption which is significantly higher than normal must follow this procedure.

Customers who request abatement must complete an application provided by the Utility.

Customers must have previous water bills paid in full to apply for abatement. Abatement claims made more than 90 calendar days after the billing date will not be considered. Abatements apply only to plumbing failures outside the Customer's control that result in excess usage and have been repaired and documented to the Utility with a signed statement from the Customer.

A Customer may receive an abatement credit only once in 3 years.

The abatement is the dollar equivalent of one half of the difference between the abatement request and the average consumption from the prior 12 months of service. The cost per HCF is the Utility's current tariff charge for each one hundred cubic feet of water above the minimum charge. See the example below.

A Customer has 12 months average usage of 7 hundred cubic feet (HCF). A leak results in usage of 13 HCF. The cost per HCF as of June, 2018 is \$2.40. The Customer asks for an abatement which is computed as follows.

$$\text{abatement amount} = \left(\frac{\text{abatement request (HCF)} - \text{average prior 12 months consumption (HCF)}}{2} \right) \times (\text{cost per HCF})$$

13 HCF – 7 HCF = 6 HCF. 6 HCF divided by 2 = 3 HCF. In this example, 1 HCF is worth \$2.40. Therefore 3 HCF multiplied by \$2.40 equals the abatement amount of \$7.20.

The maximum abatement for water is \$333.00.

The Utility will review each application on a case by case basis and grant or deny plumbing failure abatements based on available information.

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