

16. Water & Wastewater Billing Credits

16.1 There will be no credit issued to customers in the event of a metered water leak in which the water is discharged into the sanitary sewer collection system and processed through the Wastewater Treatment Facility. Customers will be charged using our established rates based on their actual metered usage.

16.2 The only instance in which a wastewater credit will be issued for a water leak is when the Water System Supervisor determines that a water leak did occur after the water meter, and the water did not discharge into our sanitary sewer collection system (outside hose leaks to the back yard, water leaks in basement and there is no floor drain).

In this event, we will use the customer's monthly historic data to determine what their normal use is, and an adjustment will be made to reduce the wastewater charges. However, no water use adjustment will be made.

16.3 No credits will be issued for customers who use their regular meter for filling swimming pools and hot tubs, or for lawn and plant watering. Instead, these customers have the option to pursue the installation of a sewer exempt meter at their expense. With a sewer-exempt meter, the customer is only charged for the water used. These meters are for situations for where used water does not discharge into our sanitary sewer collection system.

No other exceptions to this policy shall be made by Stoughton Utilities staff.

*Effective: Monday, February 11, 2002
Sean O Grady
Utilities Operations Superintendent*