

**Arch Cape Water Supply District
Extraordinary Water Usage Policy
Policy #2024-1017 WD**

Objective

This policy is to be used when a ratepayer is appealing the cost of extraordinary water usage (very unusual or remarkable) for a given month due to an “accident”, an “oversite” or “poor maintenance”.

The maximum amount subject to an appeal is 40,000 gallons in a month (the 5,000 base usage plus 35,000 excess usage). As a water conservation district, this maximum cap protects the District against undue water consumption.

This policy applies to those situations when a rate payer discovers that, for a given month, their actual water usage significantly exceeded any of their previously established water usage levels AND that the extraordinary usage level WAS NOT the result of a leak, as determined by the District Manager (addressed in the Water Leak Policy). An extraordinary usage level could have any number of causes, including but not be limited to water accidentally left running during an absence from the property, faulty washing machine or dishwasher left unattended, sprinkler system settings, etc.

It is not the intention of the District to create a financial hardship on homeowners by assessing the standard, authorized excess usage fees for reasonable water consumption that is over and above previously established usage due to an accident or oversight of the homeowner.

Policy

If the extraordinary usage was related to an accident, oversight or poor maintenance related to an irrigation system (as defined in the Water Leak Policy) that was not shut off from November 1 through April 30, no relief shall be granted for usage occurring during that period.

Otherwise, the objective of this policy is to separate the actual monthly usage into a previously established usage component that will be charged according to the established rate/fee structure and an extra-ordinary usage component that will be charged at a significantly discounted rate.

1. The ratepayer will submit a completed Billing Appeal Request Form (Policy 16-06 WD) and provide specific information about the cause of the extraordinary usage and the steps that have been taken to ensure it doesn't happen again.
2. The District will determine any 'Over-Cap Usage', 'Previously Established Usage' and the 'Extraordinary Usage' amounts for the month as described below.

Over-Cap Usage: The ‘Over-Cap Usage’ will be the amount of actual usage for the month that is over the 40,000 gallons maximum.

Previously Established Usage: Based upon historical meter readings, District staff will identify the highest actual non-leak usage month volume in the past three years and will add a 5% surcharge. The intent of this surcharge is to provide for reasonable growth in usage and/or to discourage appeals of relatively small increases in usage. The ‘Previously Established Usage’ will be EITHER 5,000 gallons (the smallest billable usage volume) OR the billed highest actual non-leak usage month volume in the past three years plus the 5% surcharge, whichever is HIGHER.

Extraordinary Usage: The ‘Extraordinary Usage’ will be determined by subtracting the ‘Over-Cap Usage’ along with the ‘Previously Established Usage’ from the Actual Water Usage for the month being appealed.

3. The ‘Over-Cap Usage’ will be added to the ‘Previously Established Usage’ and charged according to the rates and excess usage fees in effect for the actual month of usage being appealed.
4. The ‘Extraordinary Water Usage’ will be charged at the District’s current per gallon base rate (e.g., \$67.63 / 5,000 gallons = \$.0127)
5. The Actual Water Usage for the month will remain on the patient’s account for future reference.
6. The District retains the ability to review all excessive billing matters resulting from accidents and oversights and apply relief in manners they see appropriate due to unforeseen circumstances outside the policy as stated herein.

Example A: (Under 40,000 gallons in a month)

Description	<i>Volume in Gallons</i>	<i>Charges</i>
Actual Water Usage during month being appealed	15,000	\$ 421.90
Over-Cap Usage (Cap is 40,000 gallons)	0	
Highest Month Usage over the past 3 years	8,000	
5% Surcharge	400	
Previously Established Usage	8,400	
‘Over-Cap Usage’ + ‘Previously Established Usage’	8,400	\$ 23.56
Extraordinary Water Usage	6,600	\$ 83.82
Total Adjusted Billing	15,000	\$ 107.38
Bill Reduction		\$ 314.52

Example B: (Over 40,000 gallons in a month)

Description	Volume in Gallons	Charges
Actual Water Usage during month being appealed	45,000	\$ 9,106.90
Over-Cap Usage (Cap is 40,000 gallons)	5,000	
Highest Month Usage over the past 3 years	23,000	
5% Surcharge	1,150	
Previously Established Usage	24,150	
'Over-Cap Usage' + 'Previously Established Usage'	29,150	\$ 3,757.53
Extraordinary Water Usage	15,850	\$ 201.30
Total Adjusted Billing	45,000	\$ 3,958.83
Bill Reduction		\$ 5,148.08

W.E. Campbell, III

William E. Campbell III, Chair

Date	Policy	Action	Signatory
October 17, 2024	Policy #2024-1017 WD	Initial Policy Adopted	W.E. Campbell, III