



MUNICIPALLY OWNED AND OPERATED

Mount Horeb Electric, Water and Sewer Utility

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Excess Water Usage Policy

An excess water usage policy has been established in compliance with the Wisconsin Public Service Commission Rules. "PSC 185.35 Adjustment of Bills (6) Subject to the utility's written rules setting forth the method of determining a reduced rate, if a leak unknown to the customer is found in an appliance or the plumbing, the utility is encouraged to estimate the water wasted and bill for it at a reduced rate not less than the utility's cost. No such adjustment shall be made for water supplied after the customer has been notified and has had an opportunity to correct the condition." Water Utility customers may be given a reduction on their utility bill for excess water usage if the requirements below are met:

- The water leak was unknown to the customer or beyond their control
- Excess water usage is not related to irrigation usages
- Repairs were completed as soon as possible (no later than 30 days from the date the customer became aware of the issue)
- The customer must make their request in writing to the Utility Office Manager, including a description of the circumstances that caused the excess water usage
- The utility account must be current or a payment arrangement made with the Utility Office Manager for the large utility bill
- The Utility Office Manager will review the circumstances and decide if the requirements have been met and a reduction is warranted
- The Utility Office Manager will calculate the estimated excess water usage based on historical information available from utility billing records
- The reduction of the water portion of the utility bill will be **based on the utility's out-of-pocket costs of the water use and** calculated as follows: Estimated excess water usage (gallons) times 5% of the water rate in effect at the time of the issue.
- If the evidence shows the excess water usage did not go through the sewer lateral, the reduction of the sewer portion of the utility bill will be calculated as follows: Estimated excess water usage (gallons) times 100% of the sewer rate in effect at the time of the issue
- If the evidence shows the excess water usage went through the sewer lateral, the reduction of the sewer portion of the utility bill will be **based on the utility's out-of-pocket costs of the treatment of the water and** calculated as follows: Estimated excess water usage (gallons) times 30% of the sewer rate

in effect at the time of the issue. **Clear water that passes through the Water Pollution Control Facility is treated like all other waste and therefore incurs the same out-of-pocket treatment cost to the facility.**

- The utility bill reduction will be posted to the utility customer account after final approval and calculation by the Utility Office Manager
- The utility customer may request a review by the Utility Commission if they believe there are extenuating circumstances that affect the amount of the reduction

Approved at Utility Commission meeting on May 10, 2016

Revised at the Utility Commission meeting on June 12, 2018.