

## Water and Wastewater Utilities

### City of Rhinelanders Freezing Water Credit

**Objective:** Provide water and sewer use credit to authorized Customers during seasonal time periods to effectively reduce the amount of freezing water use necessary to achieve the lowest operational expense shared by all users of the public water system. Freezing issues observed in private water system components will not qualify for credit provided from the public utility.

**Method:** Authorized customers will be publically listed to receive the water and sewer use credit for seasonal time periods. Authorization for credit by the Utility will be granted under:

- Automatic basis to Customers who have established approval to run water to prevent freezing. This Customer type will not be required to request authorization annually, and, will be notified by the Utility if their basis of authorization has changed prior to start of a seasonal time period.
- Annual basis to Customers who obtain approval by contacting the Utility and receiving approval for special circumstances, or, are directed by either Public Notification or in the field by Utility staff. This Customer type does not receive automatic authorization, and, will not be notified by the Utility prior to the start of future seasonal time periods.
- Seasonal time periods will be monitored by the Utility and calendar dates will be established with public notification each year. Public notification will be provided to start the seasonal period when frost has advanced and subsided to approximately 4 feet depth.
- When a water and sewer use quarterly credit amount is approved by the Utility for a seasonal time period established, the credit amount invoiced to Customer will be calculated with either volume difference between the current metered water use and non-seasonal average water use, or, a maximum prorated volume allowed for seasonal period. The following conditions will be applied:

## Water and Wastewater Utilities

- A current metered water use volume will not include a separate volume metered and otherwise designated to receive separate water or sewer use credit.
- Non-seasonal average water use will be calculated as the average of the last two quarterly metered use periods.
- When the non-seasonal water use volume is calculated to be greater than current metered water use volume, credit will not be allowed and the current metered water use volume will be invoiced to Customer.
- When the current metered water use is greater than the calculated non-seasonal water use volume, the lesser of calculated difference of non-seasonal water use and current metered water use volume, or, the calculated maximum credit volume, is then invoiced to the Customer.
- The calculated maximum credit volume will not exceed 15,000 gallons for quarterly period, and, a maximum credit volume amount calculated will be prorated with the ratio of calendar days approved specifically for quarterly period.

**Example:** When 30 days is authorized for the quarterly period, a maximum credit ratio of 0.33 (= 30/90) is used to prorate, and a maximum 5,000 gallon (= 0.33 x 15,000 gallons) credit volume is then calculated. This is then compared to the difference of non-seasonal and current metered water use volume.

When the Customer's non-seasonal and current metered water use volume difference is calculated to be 4,000 gallons, a 4,000 gallon credit would then be applied as the lesser credit volume. If the Customer's non-seasonal and current metered water use volume difference is otherwise calculated to be 7,000 gallons, the maximum credit volume of 5,000 gallons would then be applied as the lesser credit volume.