

35. Testing.

The Utility periodically replaces all meter sizes from 5/8" diameter up to and including 2" diameter on a twelve-year service cycle. Meters 3" and larger are tested in conformance with PUC Chapter 62, Section 3 (G).

RECEIVED
2012 FEB -6 P 2 58

Tests made at the request of a customer shall be made in the presence of the customer or their representative, if they so desire, and a written report of the test will be furnished to the customer.

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 PUC Chapter 62, Section 3 (G), the customer's deposit will be either refunded or credited to the customer's account. If the meter conforms to MPUC Standards the customer will be required to pay the entire cost of said testing and any deposit adjusted accordingly. The meter may be continued in use at the same location at the discretion of the Utility.

36. 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.

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

Eligibility: Customers must have previous bills for water paid in full to apply for abatement.

Abatement claims made more than 180 calendar days after the billing date will not be considered.

Abatements apply only to plumbing failures that result in excess usage and have been repaired and documented to the Utility with a signed statement from the Customer.

Customers can only be awarded a single (1) abatement credit every thirty-six months.

Maximum abatement amount: The maximum abatement for water will be \$1,000.

Abatement limits: An abatement not exceeding the maximum and up to one-half the amount greater than the average of the consumption calculated from the previous consecutive four billing periods (12 billing periods for Customers billed monthly) can be credited back to the Customer. Credits will appear on a subsequent bill.

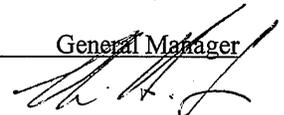
Example: Previous 4 quarter usage averages 20 HCF (hundred cubic feet). Excess usage causes consumption to rise to 30 HCF: $30 - 20 = 10$ HCF. The abatement amount is $\frac{1}{2}$ the difference (10 HCF in this example) so the Customer would get a credit of 5 HCF.

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

Proposed effective date: February 14, 2012

Effective: FEB 14 2012

Docket number: _____

General Manager


DOCKET NO. 11-506

Abatement Request Form

Date:

Account # _____

I, _____ as the responsible party for payment of the bills for the establishment located at _____ provide the following information in support of my request for an abatement of the bill for this account.

Date on bill for which abatement is being requested: _____

Plumbing failure that resulted in consumption significantly higher than normal:

How was the plumbing failure repaired?

Date repaired: _____

I certify that the plumbing failure was repaired: Name printed: _____

Signature _____ Date: _____

For District use only:

Customer account: _____ Date of last abatement request, if any: _____

Current consumption in HCF on bill that includes consumption from plumbing failure: _____

Average consumption in HCF for four (4) previous bills: _____

Average \$\$ value: _____

Available abatement credit for water = \$ _____

Available abatement credit for sewer = \$ _____

Total available credit=\$ _____

Analysis by: _____ Date analyzed: _____

Approved: _____ Denied: _____

Reason for decision: _____

Signature: _____