

## **HULL PERMANENT SEWER COMMISSION**

### **METERED NON RETURNED FLOW ABATEMENT POLICY**

**PURPOSE:** To allow for the abatement of flows that were metered by the water utility but did not enter the sewer system as a result of broken or damaged water piping. As the metered water did not enter the sewer system there is no cost or impact on the wastewater system for collection, transportation, or treatment of the water and therefore no cause to charge for the non-returned volume of flow.

**DEFINITIONS:** RECORD OF HIGH WATER FLOW. The record of high flow shall be the highest flow in cubic feet, recorded by the water utility for a quarterly billing period, covering a period of 3 years prior the water billing quarter for which the abatement is requested. In situations where the property has changed use or ownership during the prior 3-year period, the length of record reviewed may be adjusted to reflect billing quarters of a similar use and flow as the current use. Using best practical methods the historical record flow maybe determined where water usage history is inconclusive.

RECORD FLOW ADJUSTMENT FACTOR. An adjustment factor of 10% will be added to the determined record of high flow to allow for a quarterly flow that was of its own accord higher than the record of high flow.

**METHOD:**

The person requesting the abatement shall submit a letter of request containing the following information,

1. Name and address of owner and location of property for which the abatement is requested.
2. Date and duration, and description of the event
3. Name, address and phone number of the repair contractor or plumber.
4. Changes of use or ownership of the property within the last 3 years.
5. Method used to dispose of the water.
6. History of similar events at the property within the last 3 years.
7. List of floor drains or sump pumps located at the property.
8. Any other information considered important to the abatement request.

After reviewing the abatement request the Permanent Sewer Commission will make a recommendation based on the following,

1. On site inspection to determine the actual conditions and events that occurred.
2. Compiling the appropriate water usage history and determining the record of high flow including the adjustment factor.
3. Determination of the amount of non-returned flow, if any, that occurred as a result of the event.

Upon review a recommendation to abate or not abate, to include amount and reason, will be provided to the Commissioners for decision.

Adopted by vote of the Hull Permanent Sewer Commissioners

January 3<sup>rd</sup> 2001

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