

# CORPORATE POLICY AND PROCEDURE



POLICY	<b>Sewer Abatement Credit Policy</b>
CATEGORY	Corporate
AUTHORITY	IDE- Environmental Services- Water
RELATED POLICIES	None
APPROVED BY	Guelph City Council
EFFECTIVE DATE	July 1, 2018
REVISION DATE	July 1, 2021

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## **POLICY STATEMENT**

The City shall provide financial assistance to qualifying industrial, commercial and institutional customers who reduce the amount of wastewater discharged to the City's Wastewater Treatment System. The City shall provide this financial assistance by way of a Sewer Abatement Credit against wastewater fees and charges ordinarily imposed under the City's Fees and Charges By-law.

## **PURPOSE**

The Credit is intended to acknowledge exceptions in wastewater billing for industrial, commercial and institutional customers who permit evaporation of water, or direct consumptive use of it in a process or product, rather than discharging it as waste.

The City shall calculate the Credit based on the amount of water received by the customer from the City's Water Supply System that is not discharged to the City's Wastewater Treatment System.

The City shall consider only year over year increases in this diversion rate.

The City shall apply any Credit by means of a single payment against the customer's water and wastewater account in respect of the previous calendar year.

## **DEFINITIONS**

In this Procedure the following terms have the corresponding definitions:

"Account Holder" means an Account Holder as defined in the Customer Accounts By-law;

"Credit" means the Sewer Abatement Credit under this Policy and Procedure;

"Customer Accounts By-law" means the City's Water and Wastewater Customer Accounts By-law Number (2016)-20074, as amended or replaced;

“Engineering Report” means a technical report signed and sealed by a Professional Engineer, licensed in the Province of Ontario, in good standing with the Professional Engineers of Ontario, and holding a P. Eng. Qualification, retained as an independent third party by an Account Holder to prepare an engineering report as required under this Policy and Procedure;

“Fees and Charges By-law” means the City’s Water and Wastewater Fees and Charges By-law Number (2017)-20224, as amended or replaced;

“Property” means a property as described in this Policy and Procedure;

“Wastewater Treatment System” means the Wastewater Treatment System as defined in the Customer Accounts By-law; and

“Water Supply System” means the Water Supply System as defined in the Customer Accounts By-law.

## **PROCEDURE**

City Wastewater Services staff shall administer the Credit Policy in accordance with the following Procedure.

Staff shall:

- Maintain a customer service desk open Monday through Friday between 8:00 a.m. and 4:00 p.m.;
- Receive customer service requests, including inquiries about the Credit, and, when necessary, prioritize them on a “first come, first served” basis;
- Respond in timely fashion to inquiries from customers about the Credit;
- Make available forms for applying for the Credit;
- Receive applications for the Credit, with applicable supporting documentation;
- Review applications for the Credit, keeping track of time spent, for purposes of determining the application review fee or charge;
- If an application for the Credit is incomplete, request missing documentation, and payment of the review fee or charge incurred to that time;
- When an application for the Credit is complete, visit the Property to determine the accuracy of the information and documentation received;
- Evaluate the complete application documentation, and, within 60 business days after receipt of the complete documentation, decide whether to approve or deny the Credit;
- If a Credit is approved, calculate the amount of the Credit, and notify the Account Holder of the approval, the amount of the Credit, and the amount of the application review fee or charge owed; and
- If a Credit is denied, notify the Account Holder of the denial, the reason for the denial, and the amount of the application review fee or charge owed.

In determining a Credit, staff shall exclude any reduction in wastewater discharge volume that results from any extraneous factor, including, but not limited to:

- A leak or process malfunction;
- Diversion of water (that otherwise would have gone to wastewater) to outdoor water use, such as, but not limited to, irrigation, pool, basin or hot tub filling, hose, outdoor cleaning or maintenance, or skating rink;
- Neglect of the Property;
- Elimination of wastewater produced by residential uses;
- Elimination of stormwater from wastewater due to enhanced stormwater management practices;
- Action by a third party from whom the Account Holder is able to recover the Account Holder's loss;
- Diversion of wastewater to another property;
- Reduction of water received from a source other than the City's Water Supply System; or
- Compliance with an overstrength surcharge agreement.

Staff shall calculate a Credit on strictly a calendar year basis as follows:

- Only for calendar years after calendar year 2017;
- Only after the applicable calendar year has ended;
- Only before the subsequent calendar year has ended (retroactive Credits are not permitted); and
- Only for the applicable calendar year.

For the calendar year of 2018, the maximum period for which staff may calculate the Credit is from July 1, 2018 to December 31, 2018.

Staff shall carry out the calculation of a Credit in respect of a particular calendar year as follows:

- Start with the volume of water discharged to the City's Wastewater Treatment System during the applicable calendar year;
- Deduct that volume of water not discharged to the City's Wastewater Treatment System for the applicable calendar year to produce the difference;
- Take 75 percent of that difference and determine the amount paid by the Account Holder during the applicable calendar year for that 75%; and
- Deduct 25 percent of the foregoing amount, and the remainder is the amount of the Credit.

Staff shall deny a Credit to any Account Holder who has:

- Been convicted of any offence under the Customer Accounts By-law;
- Engaged in or taken advantage of fraudulent or misleading behaviour relating to the Credit program, such as tampering with a meter or supplying misinformation; staff may also proceed with any other applicable remedies, such as those available under the Customer Accounts By-law;

- If requested by City staff, failed to provide adequate documentation of the Account Holder's status as industrial, commercial or institutional;
- Failed to permit Wastewater Services staff access to the Property, to determine the full applicable situation;
- Not maintained all the Account Holder's customer accounts with the City in respect of water and wastewater in good standing;
- Has diverted at less than 25 percent of the water purchased from the City away from the City's Wastewater Treatment System.

## **PARTICULARS OF THE CREDIT PROGRAM**

Following are particulars of the program for implementing the Credit Policy.

### **1. Eligibility**

An Account Holder may apply for a Credit in respect of the Account Holder's Property if the Property:

- Is located within the geographic limits of the City;
- Is serviced by the City's Water Supply System and the City's Wastewater Treatment System; and
- Qualifies as industrial, commercial or institutional as defined by the Municipal Property Assessment Corporation (MPAC).
- Diversion of a minimum of 25 percent of the water purchased from the City away from the City's Wastewater Treatment System.

### **2. Application Requirements**

To apply for the Credit, the Account Holder must submit:

- A completed application form;
- A written and signed commitment to meet all applicable requirements of the Credit program;
- The Account Holder's contact information;
- The Property address;
- The Account Holder's account number;
- The serial number of each applicable water meter in respect of the Property; and
- An Engineering Report.

To apply for the Credit in respect of a specific calendar year, the Account Holder must submit the complete application by March 1 of the following calendar year. To participate in the application process, the Account Holder must, at its own sole cost:

- Ensure that the Property's private water services, wastewater services and plumbing:
  - o Satisfy all applicable Ontario Building Code and City standards, and

- Remain properly maintained, especially so as to prevent water leaks and other critical failures;
- Permit City staff to have safe and timely access to the Property for purposes of administering the Credit Policy and Procedure, including inspecting the site and confirming the contents of the Engineering Report;
- Carry out all actions required by City staff for compliance with the Credit Policy and Procedure;
- Purchase and install:
  - A permanent AWWA Standard C701 or C702 flow meter of the City's selection, and at a location determined by the City, so as to continually measure the volume of water being discharged to the City's Wastewater Treatment System, or
  - If installation of such a permanent flow meter is not possible, conduct flow metering of specific water use processes, as agreed (with the City) to best represent consumptive uses of wastewater diverted from the City's Wastewater Treatment System;
- Pay the City's application review fee of \$125.00 per hour, or such other replacement amount as determined by City Council from time to time;
- Carry out all actions required by City staff for compliance with the Credit Policy and Procedure;
- Pay all costs necessary to support enrollment in the Credit program, including, but not limited to, obtaining the Engineering Report; and
- Pay the portion of all fees and charges not eliminated by the Credit.

### **3. Engineering Report**

The Engineering Report must:

- Identify the total volumetric amount of water (in cubic metres) purchased from the City, for January 1 to December 31 of the applicable calendar year, as determined from the Billing Agent's invoice;
- Identify the total volumetric amount of water (in cubic metres) redirected from the City's Wastewater Treatment System for January 1 to December 31 of the applicable calendar year;
- Describe the industrial, commercial or institutional processes that are responsible for water consumption on the property, and the sources (City and non-City) of water supplying those processes;
- Identify current process metering;
- Include electronic production records;
- Clearly indicate each water source and effluent discharge process;
- Clearly reference industry-accepted equations and formulae for all calculations;
- For all equations, refer to the production records for water that is captured in production; and

- Provide the specifications and annual calibration records for the water flow meters and data loggers used to capture process information.