



Title:	Utility Billing Policy - Unintended Use
Authority:	Shorewood Municipal Water and Sewer Utilities
Policy #36	Effective Date: July 15, 2019

The Wisconsin Public Service Commission regulates the Shorewood Municipal Water Utility. Under their governing Statutes, utilities are encouraged to adopt an unintended use policy and incorporate that policy into the utility's PSC approved tariff, which controls the regulated utility charges and practices. This policy, however, consistent with the above mentioned objectives, cannot reduce fees for unintended water use below the utility's cost of providing water.

The Shorewood Municipal Sewer Utility is governed locally by the municipality and may adopt standards as it sees fit to establish guidelines to provide financial relief to customers for the unintended use of wastewater services.

Purpose

The Shorewood Village Board recognizes that under certain extenuating circumstances some Shorewood municipal utility customers may face extraordinarily large utility bills due to the unintended use of water services due to plumbing or equipment failures, for which some financial relief may be warranted.

These standards are designed in a manner that provides relief under only the most clearly extenuating and extreme unintended usage circumstances. They are not intended to be used for the more frequent irregularities in water usage that occur on an ongoing basis.

As such, the following guidelines will be adopted to govern the issuing of any unintended use billing credits for customers under these circumstances.

Unintended use credit - eligibility guidelines

1. The customer's quarterly usage must be at least 4 times the average usage for the property, or 100 ccf (75,000 gallons), whichever is greater.
2. Average usage will be evaluated based on the most recent 4 quarters of billing for which the property was occupied, evidenced by usage of at least 7 ccf (5,000 gallons) per quarter.
3. In the event of a change in use or occupancy for commercial properties, the utility may defer the eligibility determination for credits until 4 quarters of billing information for the current use or occupancy is available.
4. These credits are not applicable to irrigation or seasonal usage consumption.
5. These credits are not applicable for estimate to actual reading adjustments, or any other billing adjustments based on inaccurate historical meter reading information.
6. A property is only eligible for one credit within any 5 year period.

Unintended use - billing credits

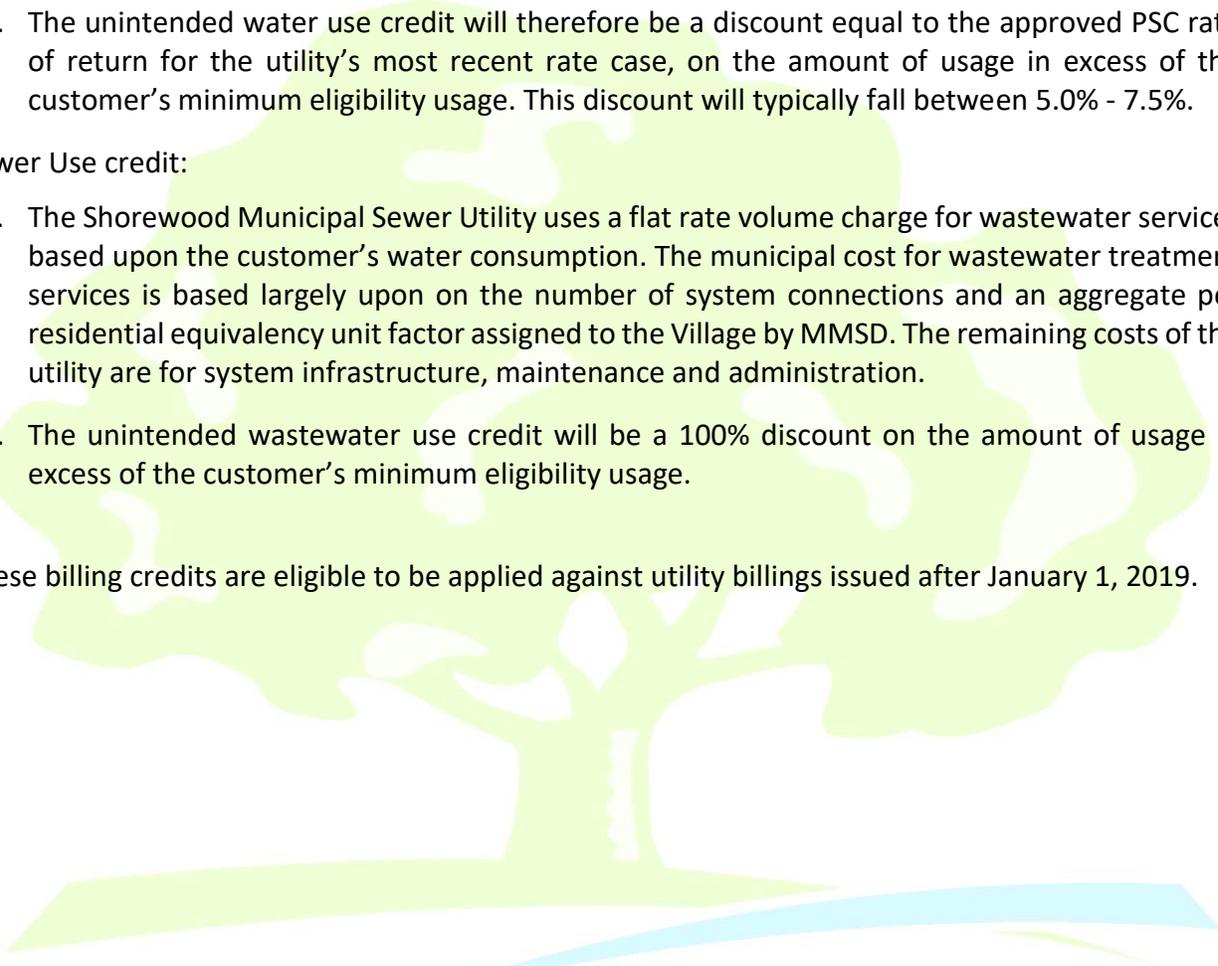
Water Use credit:

1. As the Shorewood Municipal Water Utility uses a flat rate volume charge for water consumption, the rate established by the PSC is designed to reflect the utility's actual cost of providing water, plus the rate of return approved by the PSC.
2. The unintended water use credit will therefore be a discount equal to the approved PSC rate of return for the utility's most recent rate case, on the amount of usage in excess of the customer's minimum eligibility usage. This discount will typically fall between 5.0% - 7.5%.

Sewer Use credit:

1. The Shorewood Municipal Sewer Utility uses a flat rate volume charge for wastewater services based upon the customer's water consumption. The municipal cost for wastewater treatment services is based largely upon on the number of system connections and an aggregate per residential equivalency unit factor assigned to the Village by MMSD. The remaining costs of the utility are for system infrastructure, maintenance and administration.
2. The unintended wastewater use credit will be a 100% discount on the amount of usage in excess of the customer's minimum eligibility usage.

These billing credits are eligible to be applied against utility billings issued after January 1, 2019.



Shorewood

*Adopted July 15, 2019

