

CITY OF SANTA ROSA
BOARD OF PUBLIC UTILITIES

TO: BOARD OF PUBLIC UTILITIES
FROM: KIMBERLY ZUNINO, INTERIM DEPUTY DIRECTOR UTILITIES
ADMINISTRATION
WATER DEPARTMENT

SUBJECT: BILLING ADJUSTMENT FOR WATER USED FOR FIRE
PROTECTION POLICY

AGENDA ACTION: RESOLUTION

RECOMMENDATION

It is recommended by the Water Department that the Board of Public Utilities, by resolution, adopt a policy for adjusting customers usage charges for water used to protect properties during the October 2017 fires and adjust any associated sewer usage charges.

EXECUTIVE SUMMARY

In October 2017, the City of Santa Rosa experienced a fire disaster that destroyed many properties. In an effort to protect properties from fires some customers used excessive water to protect their properties from possible damage. The Water Department has developed a policy to assist customers with the costs associated with the water and sewer usage charges associated with the protection of properties.

BACKGROUND

1. The Water Department currently performs adjustments for theft of water or one-time unexplained usage.
2. The current policy has specific criteria to perform an adjustment. The adjustment must be requested within sixty days of the theft or unexplained water use, water use must be 50% higher than the same time last year and they may only request an adjustment once in a thirty-six month period.
3. The qualifying water use is adjusted to the potable wholesale rate, currently \$2.60.
4. If the use was outside, i.e. theft from a hose bib, the water was not discharged to the sewer system and any sewer usage charges incurred because of the additional water use are adjusted accordingly.

ANALYSIS

1. Many Santa Rosa Citizens have been affected financially by the October 2017 fires. Customers have indicated they used water to protect their properties during the fires.
2. The Water Department has developed a policy for an additional one-time usage adjustment for customers to alleviate some of the impact by adjusting the additional water usage charges for the water used protecting properties from fire.
3. The criteria for adjustment would be based on usage during the same period last year. The difference between the current practice and the proposed adjustment policy is that all usage above usage the same time last year would be eligible for adjustment.
4. The customers will be required to request an adjustment prior to June 1, 2018 for the period in which the water use occurred.
5. Water Billing would adjust the price of the water used for fire protection to the potable wholesale rate of water, \$2.60 per thousand gallons. Any excess recycled water used would be adjusted to the wholesale rate of recycled water, \$0.82 per thousand gallons. Sewer charges that are associated with the water used would be adjusted by the full amount per thousand gallons since the water used would not have been discharged to the sewer system.

FISCAL IMPACT

The water used would not have been included in the water projections for this year and the customers will be charged the wholesale rate covering the Water Departments costs for purchasing the water so there would be no significant fiscal impact.

ENVIRONMENTAL IMPACT

Not a project.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

None.

ATTACHMENTS

- Draft Billing Adjustment for Fire Protection Water Use Policy

CONTACT

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