

City of Santa Rosa		Administrative Policy	
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1. **PURPOSE**

To provide City of Santa Rosa a written policy on providing billing adjustments for properties that had an increased use due to fire related water loss and activities during the month of October 2017.

2. **REFERENCES/DEFINITIONS:**

The following sections set forth the areas of possible billing rate adjustments addressed in this Administrative Policy.

2.1 Water Use for Fire Protection

- 2.1.1 An increase above historical account water use during the month of October 2017, for the billing period including the active fires, from same time last year, due to water used for fire protection.

3. **CRITERIA**

3.1 Santa Rosa Water Billing through Revenue Division

- 3.1.1 No adjustments or credits will be granted for customers submitting insufficient or incorrect data.
- 3.1.2 The City shall not extend the due date of a water, recycled water or wastewater bill as a result of the customer submitting a request for an adjustment. Payment in full is due each month by the billing due date.

3.2 Water Use for Fire Protection

- 3.2.1 The Revenue Operations Supervisor, or another person delegated the responsibility for adjusting water billings, may adjust the water or recycled water usage portion (excluding service charge) and any resulting sewer usage portion (excluding service charge), on a customer's bill when the following requirement is met:
 - a. Customer shall notify City, in writing, of excess water or recycled water use in October 2017 due to fire protection prior to June 1, 2018 for the period in which the water use occurred.

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4. **ADJUSTMENT METHODOLOGY**

- 4.1.1 **All Accounts – Water Used for Fire Protection;** Customers may apply for one usage billing adjustment for the affected billing period during the October 2017 fires. For all account types, water use must be higher than prior water use, from same time last year. The amount of excess usage will be billed at the City's FY2017-18 wholesale rate per thousand gallons for water or recycled water.
- 4.1.2 **All Accounts – Sewer Charges due to Water Used for Fire Protection** For accounts with no sewer cap, sewer usage charges will be adjusted based on the additional sewer usage associated with the qualifying water usage for fire protection.

5. **VARIANCE PROCEDURES**

- 5.1 Variances will be granted, on a case-by-case basis, at the discretion of the Director of Water.

6. **PROVISIONS FOR APPEAL**

- 6.1 Any customer may appeal the final decision of staff regarding water and sewer usage billing adjustments due to the October 2107 fires to the Director of Water, or a final decision of the Director of Water to the Board of Public Utilities by submitting a written notice of appeal to the Water Department within ten City working days of the date of the decision. A decision of the Board of Public Utilities may be appealed to the City Council.