

City of Santa Rosa			Administrative Policy
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<b>Billing Adjustments for Fire Protection Water Use During the September 2020 Glass Fire</b>			

## 1. PURPOSE

To provide the City of Santa Rosa a written policy authorizing water, recycled water, or sewer usage billing adjustments for customers that had an increase in water use in response to the September 2020 Glass Fire due to their efforts to protect their properties from fire.

## 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 September 2020, for the billing period or periods which included the active fires, when compared to the water use in the same billing period or periods last year, when the increase is due to the customer's additional use of water 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. Prior to April 1, 2021, the customer shall notify City, in writing, of additional water or recycled water use in September 2020 due to fire protection for the billing period or periods 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 or periods during the Glass Fire. For all account types, water use must be higher than prior water use, from same billing period or periods last year. The amount of additional usage will be calculated at the City's FY2020-2021 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 additional 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 or her/his designee.

#### 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 September 2020 fires to the Director of Water, or may appeal 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.