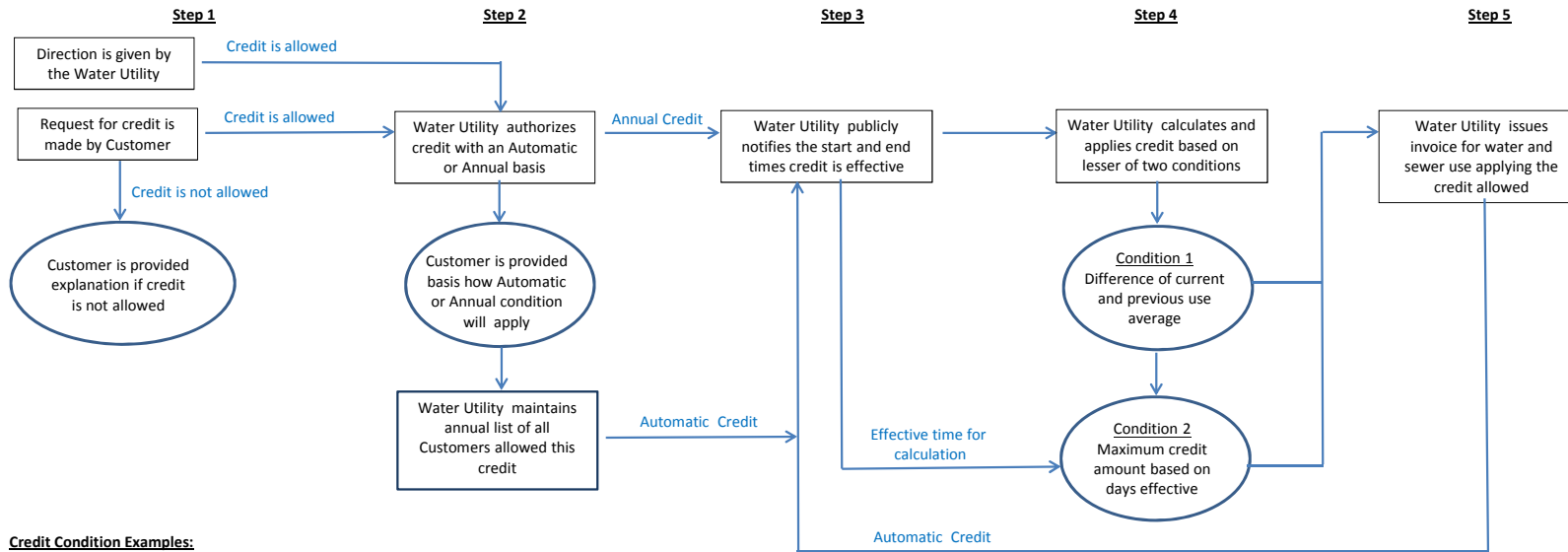


**Freezing Water Credit Policy**

**Summary credit policy steps:**

- 1 Request or Direction is made to consider credit for metered water and sewer costs to prevent freezing.
- 2 Automatic or Annual basis of credit is authorized to Customer by Water Utility.
- 3 The time period credit is allowed is provided by the Water Utility with public notification.
- 4 Credit is assigned to the authorized Customers based on the lesser of a difference between previous average use or the maximum volume allowed for time period.
- 5 Invoice for water and sewer use is issued with credit indicated.



**Credit Condition Examples:**

**Example 1:**

Total Metered Water Use: 15,000 gallons  
 Previous Period Average Use: 7,000 gallons  
 Effective Time of Credit: 30 days

**Condition 1**  
 (Total metered - Previous Average) 8,000 gallons credit

**Condition 2**  
 Maximum quarterly credit volume 15,000 gallons  
 Calculated credit ratio 0.33  
 (Maximum volume x Ratio) 5,000 gallons credit

**5,000 gallon credit is provided based on less maximum flow credit (Condition 2) allowed.**

**Example 2:**

Total Metered Water Use: 15,000 gallons  
 Previous Period Average Use: 12,000 gallons  
 Effective Time of Credit: 60 days

**Condition 1**  
 (Total metered - Previous Average) 3,000 gallons credit

**Condition 2**  
 Maximum quarterly credit volume 15,000 gallons  
 Calculated credit ratio 0.67  
 (Maximum volume x Ratio) 10,000 gallons credit

**3,000 gallon credit is provided based on less difference with average use (Condition 1) allowed.**

**Example 3:**

Total Metered Water Use: 4,000 gallons  
 Previous Period Average Use: 7,000 gallons  
 Effective Time of Credit: 30 days

**Condition 1**  
 (Total metered - Previous Average) -3,000 gallons credit

**Condition 2**  
 Maximum quarterly credit volume 15,000 gallons  
 Calculated credit ratio 0.33  
 (Maximum volume x Ratio) 5,000 gallons credit

**No credit is provided based on the previous period average being greater than total metered use.**