



1 (a) That there are unique circumstances regarding the type of  
2 business resulting in water delivered to the applicant from the city's water  
3 distribution system being a substantial part of the finished product and/or service  
4 offered by the applicant at the service address in question.

5 (b) That the customer's previous water use exceeded the established  
6 Tier I allotment for the applicant's meter size by at least ten percent (10%) in  
7 each of the preceding twelve (12) months; and

8 (c) That the customer has made a reasonable attempt to minimize  
9 water use and eliminate water waste.

10 (3) Upon receipt of an application staff shall:

11 (a) Review the application;

12 (b) Conduct an inspection of the customer's service address to  
13 evaluate the extent of the customer's conservation efforts and to verify the efforts  
14 claimed by the customer in the customer's application. Staff shall evaluate  
15 customer's water conservation efforts based on the following criteria:

16 (i) The customer has installed certified low-flow fixtures,  
17 appliances, equipment, and devices such that eighty percent (80%) of all  
18 fixtures, appliances, equipment, and devices at the service address are  
19 low-flow, consistent with Uniform Plumbing Code and industry  
20 standards.

21 (ii) Customer fixtures as well as primary service connection  
22 at the meter are free of leaks.

23 (iii) Any irrigation equipment located at the service address  
24 is equipped with rain-gauge cut offs, smart controllers, or other similar  
25 technology to prevent irrigation when such irrigation is unnecessary due

1 to favorable weather conditions.

2 (iv) Water processing equipment or processes at the  
3 customer's service address are free of leaks, including water lost to  
4 evaporation.

5 (c) Review the customer's previous twelve (12) month water use  
6 history and costs to determine if usage has exceeded the Tier I allotment by ten  
7 percent (10%) or more for the entire previous twelve (12) months.

8 (d) Compare the customer's water demand with the water division's  
9 engineering criteria to determine if a larger size meter is appropriate.

10 (e) Present a written recommendation to the water division director  
11 regarding the options set forth in paragraph (4) below.

12 (4) The water division director may decide one of the following options:

13 (a) A change in the actual meter is not warranted, but rather a rate  
14 adjustment is appropriate establishing a commercial water rate eliminating the  
15 high water use charge; or

16 (b) A change in the meter is warranted and the corresponding rate  
17 change with all applicable fees shall be paid; or

18 (c) A change in the meter is warranted with all applicable fees paid  
19 with a rate adjustment eliminating the high water use charge; or

20 (d) No rate adjustment is warranted because:

21 (i) The customer has not met the criteria provided for in  
22 paragraph (3)(b) to minimize water use and eliminate water waste; or

23 (ii) The customer's usage does not exceed the established  
24 Tier I allotment by ten percent (10%) or more for each of the previous  
25 twelve (12) months.

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(e) No meter change is warranted because the customer's water demand does not exceed the water division's engineering criteria.

(5) If a rate adjustment is approved, staff shall monitor the customer's water use and water conservation efforts and if the water use is not consistent with the initial application, recommend to the water division director revocation of the adjusted rate.

(6) Appeals of decisions of the water division director may be heard by the public utilities committee as per Rule 22. Customer Complaint Procedures of Exhibit A located at the end of this chapter.

APPROVED AS TO FORM:  
  
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GENO ZAMORA, CITY ATTORNEY

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APPROVED AS TO FORM:



GENO ZAMORA, CITY ATTORNEY