

## Initial Application Requirements

1. In order to be eligible for the Sewer Utility Credit, the Customer must provide the following information to the satisfaction of EPCOR:
  - (a) A completed application form;
  - (b) A non-refundable application fee; and
  - (c) An engineering report signed and sealed by an independent professional engineer who is not employed by or affiliated with the Customer and who is registered to practice in Alberta. The engineering report must, in the opinion of EPCOR, clearly demonstrate:
    - (i) a quantifiable difference between the quantity of water consumed and the quantity of water discharged in the sanitary sewer system;
    - (ii) the justification for the sewer utility credit requested by the Customer reflected as a percentage amount;
    - (iii) the methodology used to determine the volume of the Customer's water not discharged to the sanitary sewer system.

## Demonstrated and Verifiable Loss Methodologies

2. The Customer acknowledges that EPCOR will evaluate eligibility for the Sewer Utility Credit using one of following methodologies, as deemed appropriate by EPCOR:
  - (a) **Sub-metering Records** - Detailed engineering calculations of the volume of water diverted from the sewer system based on sub-metering records for a minimum period as required by EPCOR prior to the Customer submitting the engineering report. The Customer shall keep all sub-meters in operation and maintain records for a period of no less than five years for future verification of readings. Sub-meters must be of equivalent or greater accuracy than EPCOR water meters.
  - (b) **Historical Records of Finished Product** – Detailed engineering calculations of the volume of water diverted from the sewer system based on historical records of finished product containing supply water that was not discharged to the Customer's sanitary sewer system. The Customer shall provide records for the twelve month period immediately preceding the date of the application for the sewer utility credit; or
  - (c) **Alternate Methods** – Where sub-metering records and historical records of finished products are not applicable due to the nature of the business, EPCOR may consider methods other than sub-metering and historical records of finished product.
3. In all cases, EPCOR has the sole discretion request additional supporting documentation and to determine whether the Customer has shown a demonstrated and verifiable loss of water.

## Term

4. Subject to paragraph 7, a Customer's eligibility for a Sewer Utility Credit shall expire five (5) years after the date of approval of the Customer's sewer utility credit.

## Continuing Eligibility Criteria

5. In order to continue for the Sewer Utility Credit, the Customer must provide the following information to the satisfaction of EPCOR:
  - (a) immediate notification of any change in operation or process, including process equipment changes that might affect the engineer's determination of the volume of metered water not discharged to the sanitary sewer system and/or the sewer utility credit;
  - (b) upon request by EPCOR, a report on meter readings of the meters used to justify the Customer's sewer utility credit or a report identifying any process equipment changes that might affect the previously made estimate of the volume of water diverted from the sanitary sewer system;
  - (c) an application for a renewal of the Sewer Utility Credit, supported by an updated engineering report to be submitted on or before the fifth (5) anniversary of the date of approval of the Customer's sewer utility credit to account for any changes in operation or other factors that may have affected the previous estimate of the volume of water diverted from the sanitary sewersystem;
    - (i) Customers will be provided a notice for renewal six (6) months prior to the fifth (5) anniversary of the date of approval
    - (ii) Failure to submit a re-application before the expiration date will result in the termination of the Sewer Utility Credit
    - (iii) Failure to notify us of any changes in operation or process could result in the termination of the Sewer Utility Credit and the credit received will need to be paid back to EPCOR from the time the change(s) occurred
  - (d) any updated engineering reports that EPCOR may require the Customer to submit.

## Access to the Customer's Premises

6. The Customer will provide EPCOR access to its premises and records at all reasonable times for the purpose of inspection of the Customer's facilities and verification of the information provided by the Customer.

## Termination of Sewer Utility Credit

7. EPCOR may terminate the Sewer Utility Credit in the following situations:
  - (a) on the expiry of the term;
  - (b) immediately, if the Customer is in breach of any of the eligibility criteria; or
  - (c) immediately, if there has been any change in the process that would result in a change to the estimated Sewer Utility Credit.

## No Assignment

8. The Sewer Utility Credit is specific to a Customer at a specific address and cannot be re-assigned.



# EPCOR WATER SERVICES INC.

## SEWER UTILITY CREDIT APPLICATION FORM

### NON-RESIDENTIAL CUSTOMERS

**Section 1: COMPANY AND CONTACT INFORMATION**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Legal Description: \_\_\_\_\_ Lot: \_\_\_\_\_ Block: \_\_\_\_\_ Plan: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**Section 2: WATER SERVICE INFORMATION**

Account Number: \_\_\_\_\_ Meter Number: \_\_\_\_\_

**Section 3: PAYMENT INFORMATION**

Application Fee: **\$339.49** (non-refundable) Cheque only and pay to: EPCOR WATER SERVICES INC.

**Section 4: REQUIRED DOCUMENTS**

Signed application form                       Engineering report

Application fee cheque                       Credit request: \_\_\_\_\_ %

**Section 5: SIGN-OFF**

I certify that I have read and accepted the Terms and Conditions and included all required documents.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Name: \_\_\_\_\_

FOR OFFICE USE ONLY		
Application Received:	Approved Credit:	Application Number:
	Date	Signature
Engineer		
Manager		

Please send completed form:

By email: [StormwaterUtility@epcor.com](mailto:StormwaterUtility@epcor.com)

By mail: 20th Floor EPCOR Tower  
10423 101 Street NW  
Edmonton, AB T5H 0E8