



SANITARY UTILITY CREDIT INFORMATION

Non-Residential Customers

What is the Sanitary Utility?

Sanitary Utility is the planning, designing, building, operating, and maintaining of the pipes and facilities required for the collection and the transfer of wastewater from the places where we eat, work, play, and visit to the Gold Bar Wastewater Treatment Plant.

The Sanitary Utility fee is based on a fixed rate that is tied to the size of water meter, and a uniform variable rate per cubic meter of water consumed.

What is the Sanitary Utility Credit program?

The Sanitary Utility Credit program is an opportunity for qualifying customers to receive a credit on their monthly sanitary sewer and wastewater utility bill. To be eligible, a Customer must demonstrate that they do not discharge a significant portion of their metered water into the sanitary sewer system.

For most sanitary utility customers, almost all of the metered water is subsequently discharged into the sanitary sewer system. Some customers, however, do not discharge all of their metered water because it is used in their processes. This use results in reduced discharges to the sanitary sewer system. EPCOR recognizes that this reduced discharge may be significant, and that affected customers should receive a discount for that portion of the water not returning to the sanitary sewer system.

What are the eligibility requirements?

The Sanitary Utility Credit program is open to any non-residential customer that can clearly demonstrate that they do not discharge a significant portion of their metered water into the sanitary sewer system on a continuous monthly basis.

- The method used to determine this loss must be outlined in an engineering report.
- The equipment used to generate flow data used in the assessment must remain in place to allow verification by EPCOR at any time.
- Upon request by EPCOR, reports on meter readings shall be submitted by the Customer to verify the magnitude of the credit.
- A Sanitary Utility Credit, in the form of a "sewer usage reduction factor", will be calculated in direct proportion to the demonstrated loss. The credit will be applied to subsequent monthly bills, subject to renewal requirements.

For more details on 'Demonstrated and Verifiable Loss', please refer to Sanitary Utility Credit Terms and Conditions, Section 2.

Customers who become eligible for a Sanitary Utility Credit must accept the Sanitary Utility Credit Terms and Conditions.

What is the process?

Customers must apply to EPCOR for a credit. The application and engineering report will be reviewed by EPCOR. If successful, the Customer must accept the Sanitary Utility Credit Terms and Conditions. Following application approval, a credit "sewer usage reduction factor" will be applied to each subsequent monthly bill.

Approved credits expire and must be re-applied for after five (5) years, or sooner if there are changes in the Customer's processes that affect the volume of water discharged to the sanitary sewer system.

The Customer must advise EPCOR any time there is a change in operation or process that may affect the volume of water discharged to the sanitary sewer system. EPCOR may then require the engineering report to be updated and resubmitted.

What are the application requirements?

All applications must include the following in order to be processed:

1. A completed application form,
2. A non-refundable application fee, and
3. An engineering report:
 - All engineering reports must be signed and sealed by an independent professional engineer registered to practice in Alberta, and are subject to approval by EPCOR. The engineer must not be employed by, or affiliated with, the Customer.
 - The engineering report must include the requested sanitary utility credit, reflected as a percentage amount, and a justification of this amount.
 - As a minimum, the engineering report must be updated and resubmitted every five (5) years to account for any changes in operation or other factors that may have affected the water loss estimations made.

Is there a renewal process?

No; all applicants follow the same process. All applications must include the same requirements, regardless if they are first time applicants or currently receiving a credit. Customers with approved credits will receive a notice for re-application six (6) months prior to their expiry.

Customers may re-apply partway through their current term for a new requested credit if they wish; the application must still include all the application requirements. If a new credit is approved, a new five (5) year term will begin, and any existing credit will be removed. Multiple credits cannot be held simultaneously.