



SANITARY UTILITY CREDIT TERMS AND CONDITIONS

Non-Residential Customers

Initial Application Requirements

1. In order to apply for the Sanitary 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 to the sanitary sewer system;
 - ii. The sanitary utility credit requested by the Customer, reflected as a percentage amount, and a justification of the request;
 - iii. The methodology used to determine the volume of the Customer's water not discharged to the sanitary sewer system. For more details on acceptable methodologies, see section 2.

Demonstrated and Verifiable Loss Methodologies

2. The Customer acknowledges that EPCOR will evaluate eligibility for the Sanitary Utility Credit using one or a combination of the following methodologies, as deemed appropriate by EPCOR:
 - (a) **Discharge Monitoring** – Customers that have installed a temporary or permanent flow meter(s) in the discharge line(s) that directly measures the flow(s) going to the sewer, must collect and present meter readings in an engineering report for EPCOR to consider and approve their sewer credit. The measurement methods chosen must be demonstrated to be suitable for the pipe flow conditions. The minimum period for discharge monitoring must be defined by EPCOR prior to the Customer submitting the engineering report.
 - (b) **Sub-metering Records** – Customers that have installed sub-meters in other locations of their processes that enable them to identify water entering or not entering into the sewer, must collect and present those readings in an engineering report calculating the volume of water diverted from the sewer line. The minimum period for sub-metering must be defined by EPCOR prior to the Customer submitting the engineering report.
 - (c) **Historical Records of Finished Product** – Customers may provide 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. Records must include the twelve month period immediately preceding the date of the application for the sanitary utility credit.
 - (d) **Alternate Methods** – Where discharge monitoring, sub-metering records, and historical records of finished products are not applicable due to the nature of the business, EPCOR may consider alternate methods. These must be approved by EPCOR prior to the application.
3. Customers must maintain and calibrate meters according to manufacturing specifications for the duration of the period specified by EPCOR, and provide the associated records. In all cases, EPCOR has the sole discretion to request additional supporting documentation and to determine whether the Customer has shown a demonstrated and verifiable loss of water.

Term

4. Subject to section 8, a Customer's eligibility for a Sanitary Utility Credit shall expire five (5) years after the date of approval of the Customer's Sanitary Utility Credit.



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Continuing Eligibility Criteria

5. In order to continue to be eligible for the Sanitary 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 Sanitary Utility Credit;
 - i. Failure to notify us of any changes in operation or process could result in the termination of the Sanitary Utility Credit.
 - (b) Upon request by EPCOR, a report on meter readings of the meters used to justify the Customer's sanitary 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 the Sanitary 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 Sanitary 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 sewer system;
 - i. Customers will be provided a notice for re-application 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 Sanitary Utility Credit.
 - (d) Any updated engineering reports that EPCOR may require the Customer to submit.

Reduction Conditions

6. Approved reductions are subject to the following conditions as applicable:
 - (a) A reduction is valid for a term of five (5) years, subject to customer re-application for a new credit or changes to a customer's operation or processes that may affect the volume of water discharged to the sanitary sewer system.
 - (b) All reductions are subject to the application fee.
 - (c) All utility credits are applied on go-forward basis, following the final approval of the application. No retroactive credits will be applied.

Access to the Customer's Premises

7. The Customer will provide EPCOR access to their 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 Sanitary Utility Credit

8. EPCOR may terminate the Sanitary Utility Credit in the following situations:
 - (a) On the expiry of the term;
 - (b) Immediately, where the Customer is in breach of any of the eligibility criteria; or
 - (c) Immediately, where there has been any change in the process that would result in a change to the estimated Sanitary Utility Credit that was not addressed in section 5.

No Assignment

9. The Sanitary Utility Credit is specific to a Customer at a specific address and shall not be re-assigned.