



EPCOR WATER SERVICES INC.

SEWER UTILITY CREDIT NON-RESIDENTIAL CUSTOMERS INFORMATION

What is the Sewer Utility program?

The Sewer Utility program is a monthly sanitary and wastewater utility fee which 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 Sewer Utility Credit program?

The Sewer Utility Credit is an opportunity for qualifying non-residential 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 the affected customers should receive a discount for that portion of the water not returning to the sanitary sewer system.

When did the Sewer Utility Credit program become effective?

The Sewer Utility Credit was approved by City Council on May 31, 2000 along with other changes to the sanitary utility rate structure and has been in effect since January 2, 2001.

What are the Eligibility Requirements?

It must be clearly demonstrated that there is a loss experienced on a continuous monthly basis. The method used to determine this loss must be outlined in the 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 Sewer 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 Sewer Utility Credit Terms and Conditions, Section 2.

This policy applies to non-residential customers only. Customers who become eligible for a Sewer Utility Credit must accept the Sewer 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 internally. If successful, the Customer must accept the Sewer Utility Credit Terms and Conditions. Following application approval, a credit "sewer usage reduction factor", will be applied to each subsequent monthly bills starting at the next billing period following the date of the application approval.

Approved credits expire after five (5) years and must be renewed every 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 requirements in order to be processed:

1. A completed application form;
2. A non-refundable application fee; and
3. An engineering report
 - All applications for a Sewer Utility Credit must be accompanied by an engineering report which is 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 sewer 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.