

1 Tier 1 allotment for the applicant's meter size by at least 10 percent in each of the
2 preceding twelve months; and

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

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

6 (a) Review the application;

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

11 (i) The customer has installed certified low-flow fixtures,
12 appliances, equipment, and devices such that 80 percent of all fixtures,
13 appliances, equipment, and devices at the service address are low-flow,
14 consistent with Uniform Plumbing Code and industry standards.

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

17 (iii) Any irrigation equipment located at the service address
18 is equipped with rain-gauge cut offs, smart controllers, or other similar
19 technology to prevent irrigation when such irrigation is unnecessary due
20 to favorable weather conditions.

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

24 (c) Review the customer's previous 12 month water use history and
25 costs to determine if usage has exceeded the Tier 1 allotment by 10 percent or

1 more for the entire previous 12 months.

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

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

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

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

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

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

14 (d) No rate adjustment is warranted because:

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

17 (ii) The customer's usage does not exceed the established
18 Tier 1 allotment by 10 percent or more for each of the previous 12
19 months.

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

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

25 (6) Appeals of decisions of the water division director may be heard by the

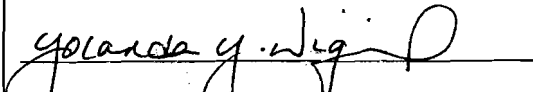
1 public utilities committee as per Rule 22. Customer Complaint Procedures of Exhibit A
2 located at the end of this Chapter.

3 PASSED, APPROVED and ADOPTED this 30th day of January, 2008.

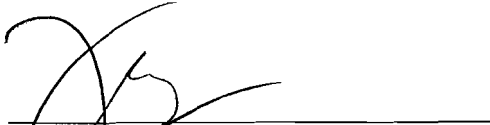
4 

5
6 DAVID COSS, MAYOR

7 ATTEST:

8
9 
10 YOLANDA Y. VIGIL, CITY CLERK

11
12 APPROVED AS TO FORM:

13 
14
15 FRANK D. KATZ, CITY ATTORNEY

16
17
18
19
20
21
22
23
24
25 Ip/N drive/2008 ord/water rate adjustment