

**A RESOLUTION ADOPTING WATER SERVICE REGULATIONS AMENDMENT
FOR HILDALE CITY, WASHINGTON COUNTY, UTAH.**

WHEREAS, Hildale City owns the municipal water distribution, storage and treatment systems within its boundaries;

WHEREAS, the Utility Board governs the operations and maintenance of the water system and has reviewed and approved the Water Service Regulations Amendment adding 80.90 Water Surge Billing Adjustment;

WHEREAS, the Water Service Regulations are a tool to govern the operation of the municipal water system; and

WHEREAS, the Water Service Regulation Amendment has been reviewed and recommended for adoption by the Utility Board.

NOW THEREFORE, be it resolved by the Mayor and City Council of Hildale City, Utah as follows:

Section 1. The Water Service Regulations shall be amended to include the following:

80.90 Water Surge Billing Adjustment

A. Water customers are eligible for a billing adjustment to reduce their water usage charge by up to 50% if the customer claims a verifiable water leak on the customer's property. The water usage charge must be at least 50% greater than the average of the customer's previous two months' water usage charges. Water leak reports to the Utility Department are inspectable under the authority of the Water Superintendent. Customers are only eligible for a Water Surge Billing Adjustment once every 36 months. The Utility Department shall maintain a record of a Water Surge Billing Adjustments. If the Utility Department determines that a Water Surge Billing Adjustment is appropriate, the customer's water usage charge for the month in question will be reduced to an amount equal to the average of the customer's previous two months' water usage charges.

B. A customer wishing to request a billing adjustment under this Section shall submit a claim to the Utility Office on a form approved by the Utility Director. The form shall be available on the City Website. Upon receipt of a completed form, the billing manager will review the Department's records to determine the customer's eligibility for a water surge billing adjustment under this Section. If the customer is eligible, the billing manager shall submit a work order to the Water Superintendent for verification of the water leak. Within ten business days following submission of the claim, the billing manager shall notify the customer in writing whether the claim is approved or denied, and if denied, the basis for the denial. In the event of a denial, the customer may appeal such denial to the Utility Board by requesting an appeal in writing to the

Utility Office no later than ten business days after receiving notification of the denial. The Utility Board's ruling on an appeal shall be final. The Utility Department shall maintain records of all requests for Water Surge Billing Adjustment, including approvals and denials and the justifications for the decision.

C. Customer claims can be denied for customers who are not compliant with the Water Service Regulations or City Ordinances, or who have any delinquent amount owed for any prior month's water usage charge. Customer claims may also be denied if no verifiable leak is discovered by the Water Superintendent.

D. Water Surge Billing Adjustments do not apply to culinary mainline water leaks.

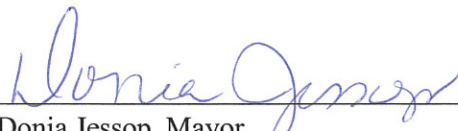
E. The Water Surge Billing Adjustment Program may be temporarily suspended by the Utility Director within seven days of proper public noticing. Suspensions shall not exceed 60 days unless directed to by the City Councils.

F. The month's water usage that a Water Surge Billing Adjustment is applied shall not be applied to the annual sewer rate recalculation.

Section 2. This Resolution shall become effective immediately upon adoption.


PASSED AND ADOPTED BY THE CITY COUNCIL OF HILDALE CITY, UTAH, ON THIS 6th DAY OF NOVEMBER, 2019 BY THE FOLLOWING VOTE:

		YES	NO	ABSTAIN	ABSENT
Lawrence Barlow	Council Member	X			
Stacy Seay	Council Member	X			
JVar Dutson	Council Member	X			
Maha Layton	Council Member	X			
Jared Nicol	Council Member	X			



 Donia Jessop, Mayor

ATTEST:



 Vincen Barlow, City Recorder

