

CITY OF HANCOCK
Winter Water “Let Run” Policy

Adopted: by the Hancock City Council on February 5, 2019

Effective Date: Immediately (including all of current “Let Run” period)

Replaces previous Winter Water “Let Run” Policy adopted on November 19, 2014

City of Hancock (aka “the City” or “City”) Winter Water “Let Run” Policy

During any City-determined “Let Run” period, City water customers may run water up to a maximum of 11,000 gallons in any month over and above the customer’s average monthly usage at no cost to the customer above that associated with the customer’s average monthly usage. The customer’s average monthly usage is defined as the mean monthly usage from the twelve (12) monthly bills for the applicable address/property immediately preceding the City-determined “Let Run” starting date and exclusive of any previous City-determined “Let Run” periods within the 12-month period. The City will determine the start and end dates of allowable “Let Run” periods based on weather conditions and/or forecasts.

This 11,000-gallon monthly credit is based on a maximum water flow of one-fourth ($\frac{1}{4}$) gallon per minute. The City recommends that only one cold-water faucet be run at a location selected by the water customer. The City urges water customers to monitor their water flow so as not to exceed the one-fourth ($\frac{1}{4}$) gallon per minute rate. This flow may be verified by timing the running of water into a one-gallon container such that the container fills up in [not less than] four (4) minutes.

During City-determined “Let Run” periods, City water customers utilizing this policy:

- are responsible for payment of water and sewer bills based on the customer’s average monthly usage (as defined above) and any usage that exceeds the City’s 11,000-gallon monthly “Let Run” credit as described in this policy; and
- will be charged current water and sewer rates up to the customer’s average monthly usage (as defined above); and
- will be charged current wholesale water and sewer rates for any usage above the customer’s average monthly usage (as defined above).

For example, during a City-determined “Let Run” period, a City water customer utilizing this policy and with an average monthly usage (as defined above) of 4,000 gallons will be charged as follows in any month:

- gallons 0 to 4,000: current water and sewer rates with customer responsible for payment;
- gallons 4,001 to 15,000: current wholesale water and sewer rates, the charges for which will be credited back to the customer by the City (thus the usage will be at no expense to the customer);
- gallons 15,001 and above: current wholesale water and sewer rates with customer responsible for payment.

For City-determined “Let Run” periods that extend for less than a calendar month (or City billing period), the City may prorate the 11,000-gallon monthly credit based on the length of the allowable “Let Run” period. The City is not responsible for payment of any usage by water customers prior to the City-determined “Let Run” start date or following the City-determined “Let Run” end date.

The City is not responsible for any cost associated with the thawing of any water service line (lateral) freeze-ups or household freeze-ups.

TO BE ADDED TO THE “LET RUN” LIST AND UTILIZE THIS WINTER WATER “LET RUN” POLICY, THE CITY REQUIRES WATER CUSTOMERS TO AFFIRM THEIR ACCEPTANCE OF THIS POLICY IN WRITING PRIOR TO ANY CREDIT BEING GRANTED. THIS MUST BE DONE FOR EACH “LET RUN” PERIOD AS DETERMINED BY THE CITY.

CITY OF HANCOCK
WINTER WATER "LET RUN" POLICY
WATER CUSTOMER ACCEPTANCE FORM

I, _____, do hereby acknowledge receipt of the City of Hancock's Winter Water "Let Run" Policy and agree to abide by the policy including paying the current City water and sewer rates for my average monthly usage (as defined in the policy as customer's average monthly usage) and the current City wholesale water and sewer rates for any usage that exceeds my average monthly usage and the City's 11,000-gallon monthly credit.

Name

Address

Signature

Phone Number