



LOW VOLUME WASTEWATER USAGE SPECIAL AGREEMENT

Policy Number:	41/361.01 2024ADP
Policy Review:	Every 5 Years
Policy Owner (Dept.):	Utilities
Reference(s):	Utility Bylaw – 450

1. PURPOSE OF POLICY

- 1.1. To delegate agreement-making authority to the Director of Operations and Planning Services subject to the provisions in this Administrative Policy.

2. POLICY STATEMENT

- 2.1. The City of Lacombe’s Bylaw 450 authorizes the CAO to make special agreements on terms fixed by the CAO with certain customers to whom large quantities of water are sold but whose uses of such water do not involve the return of comparable amounts of Wastewater to the City’s Wastewater System.
- 2.2. The City shall apply this Policy upon the applicant’s request for a low volume wastewater usage special agreement.

3. APPLICABILITY

- 3.1. This Policy applies to the CAO, Director of Operations and Planning, Senior Management of Finance, Manager of Utilities and Qualifying Customers.
- 3.2. Special Agreements with Qualifying Customers are not transferable to any other customers or new ownership.
- 3.3. This Policy comes into effect upon approval of the CAO.

4. DEFINITIONS AND ABBREVIATIONS

- 4.1. **Applicant** – a non-residential utility customer requesting a special agreement for low-volume wastewater usage.
- 4.2. **Domestic Water Consumption** – the estimated water consumption from typical domestic sources such as toilets, sinks, hose bibs, showers, clothes washers, etc. using the *American Water Works Association Residential End Uses of Water Version 2* report (Table 1) below:

TABLE 1 AMERICAN WATER WORKS ASSOCIATIONS RESIDENTIAL END USES OF WATER VERSION 2

Figure 1. Indoor household use by fixture

							
Toilet 24% 32.6 gphd	Faucet 20% 27.0 gphd	Shower 20% 26.9 gphd	Clothes washer 16% 22.0 gphd	Leak 13% 17.8 gphd	Bath 3% 4.4 gphd	Other* 3% 4.0 gphd	Dishwasher 2% 2.2 gphd

* The "Other" category includes evaporative cooling, humidification, water softening, and other uncategorized indoor uses.

gphd = Gallons per house per day

- 4.3. **Qualifying Customer** – the applicant who the Director of Operations and Planning has deemed to meet or exceed all of the following criteria:
- 4.3.1. is a non-residential utility customer in good standing;
 - 4.3.2. has three years of water consumption history;
 - 4.3.3. has an average minimum annual water consumption of 1,500m³; and
 - 4.3.4. whose Domestic Water Consumption is either:
 - 4.3.4.1. less than 25% of the total average annual water consumption
 - OR
 - 4.3.4.2. separately metered from the non-domestic water consumption.
 - 4.3.5. no other circumstances that make a special agreement unviable for the City.

5. ROLES AND RESPONSIBILITIES

- 5.1. Chief Administrative Officer
 - 5.1.1. To approve this policy and any amendments thereto.
 - 5.1.2. To report on the acceptance of and any amendments to this Policy to the Council.
 - 5.1.3. Ensure Administration's compliance with this Policy.
- 5.2. Director of Operations and Planning Services
 - 5.2.1. Provide general oversight of this Policy, oversee the assessment of the Qualifying Customer criteria, and execute agreements with Qualifying Customers where applicable.
 - 5.2.2. Advise CAO when the decision has been made respecting a special agreement request.

ADMINISTRATIVE POLICY



5.2.3. To support compliance with the terms of this policy.

5.2.4. See specific responsibilities throughout this Policy.

5.3. Senior Manager of Finance

5.3.1. See specific responsibilities listed in 6.2, 6.4.3.

Manager of Utilities

5.3.2. See specific responsibilities listed in 6.3.

5.4. Utilities Clerk

5.4.1. To advise the Director of Operations and Planning of new Ownership for confirmation to cancel the Special Usage Agreement.

5.4.2. See specific responsibilities listed in 6.1.1.

5.5. Qualifying Customers

5.5.1. To provide onsite access to Utility Department personnel to determine Domestic Water Consumption.

POLICY DETAILS

5.6. Request for Review of Water/Wastewater Usage

5.6.1. A non-residential utility customer may submit a completed Low Volume Wastewater Usage Review Request Form to the Director of Operations and Planning to review their water/wastewater usage to determine eligibility to enter into a special agreement.

5.6.2. The Director of Operations and Planning will provide the Applicant with a written response documenting the review's outcome within 30 days. If additional time is required, the Director will request it from the CAO and communicate with the Applicant accordingly.

5.7. Historical Water Consumption

5.7.1. The Director of Operations and Planning will request confirmation from the Senior Manager of Finance that the Applicant has at least three years of water consumption history and, if so, the applicant's average annual consumption in cubic meters.

5.8. Estimate Domestic Water Consumption

5.8.1. The Director of Operations and Planning will direct the Manager of Utilities to schedule an inspection of the Applicant's facility to document domestic fixtures and estimate the Applicant's Domestic Water Consumption.

5.8.2. If the Manager of Utilities estimates the Applicant's Domestic Water Consumption to be MORE than 25% of total historical water consumption, the Manager of Utilities will advise

the Applicant of their option to separately meter the non-domestic water consumption at the Applicant's cost.

5.8.3. The Manager of Utilities will report the outcome of the facility inspection to the Director of Operations and Planning.

5.9. Special Agreement Options

5.9.1. If other circumstances make a special agreement unviable for the City, the Director of Operations and Planning will seek direction from the CAO.

5.9.2. Notwithstanding 6.4.1, an Applicant meeting the criteria is a Qualifying Customer, then the Director of Operations and Planning may authorize one of the following special agreements on behalf of the City:

5.9.2.1. **Special Agreement Option 1** – Metered water of the Qualifying Customer will be charged:

- The bulk water variable rate of the day,
- The fixed wastewater rate of the day,
- No fixed water rate,
- No variable wastewater rate.

5.9.2.2. **Special Agreement Option 2** – The Qualifying Customer will arrange for metering the Domestic and non-domestic water Consumption separately at their cost.

- The second meters must be plumbed to prevent double-metering the same water.
- The metered non-domestic water will be charged the bulk water rate of the day only. The metered domestic water will be charged the normal water/wastewater rates of the day.

5.9.3. Upon receiving notice from the Director of Operations and Planning to do so, the Senior Manager of Finance will arrange to update the Qualifying Customer's utility account.

6. PROCESS FLOW CHART

6.1. See the attached Process for Entering Into a Low Volume Wastewater Usage Agreement flow chart.

ADMINISTRATIVE POLICY



7. END OF POLICY

Original Signed

May 7, 2024

Signature of CAO

Date

POLICY RECORD

Approval and Amendment History

Date of Approval	Description

Review History

Date of Policy Owner's Review	Description/Action Taken or Required
2024	Creation of new administrative policy.

Process for Entering Into a Low Volume Wastewater Usage Special Agreement

