

Sec. 28-165. Combined bills for multiple-metered premises.

(a) Where water is supplied through two (2) or more primary metered service connections to one (1) premises, the property owner may apply to have the consumption's registered by the several meters combined into one (1) bill. When such a combined bill is rendered the monthly meter service charge shall be that for a single meter of the size having a capacity equal to the combined capacities of the individual meters.

(b) A premises shall qualify as being served by more than one (1) service connection, when water can be supplied to all of the water supply pipes on the premises with all but one (1) meter shut off and the design of the piping is such that it may reasonably be considered one (1) contiguous system. When applying for a combined bill, the property owner shall demonstrate to the satisfaction of the water superintendent that the premises meets the above conditions.

Sec. 28-166. Catastrophic Water Loss

(a) To be considered for a billing adjustment due to catastrophic water loss, the customer shall submit a claim to a commission consisting of the Water Superintendent and the Finance Director or their respective designees. In order to be considered for a reduction in the outstanding bill, the customer shall demonstrate that all of the following criteria are met:

1. A major plumbing problem within the residence, the cause of which was beyond the control of the resident.
2. Evidence, in the form of a paid bill from a registered plumber, must be submitted and approved by the Water Superintendent demonstrating that all necessary actions to correct the problem have been completed.
3. The amount of water used due to the leak must exceed the normal annual amount of water used at this address.
4. The account must be current with no outstanding balances or late charges due prior to the leak. If not current, account holder shall be allowed to immediately bring the account current in order to be considered for an adjustment.

(b) If all of the criteria in subsection (a) have been met:

1. The bill for owner-occupied residential accounts or tenant-occupied residential accounts shall be adjusted by reducing the bill to the normal annual amount of the water bill for the customer and eliminating any overage from this amount. For all other accounts, any amount over the normal annual water usage shall be reduced by 50%.
2. Adjustments to the amount due the Rock River Water Reclamation District shall be at the discretion of that agency.

4. The customer and address will be noted for reference in the event of a future claim. Only one adjustment for catastrophic water loss shall be allowed per customer.

Sec. 28-186. Rates for regular service.

(a) Regular service. Every bill for regular water service shall consist of two (2) components, a service charge based on the size of water meter, and a consumption charge based on the amount of water registered by the primary meter.

(1) Service charge. There shall be a monthly service charge for each meter in an amount established by the city.

(2) Consumption charge. In addition to the monthly service charge there shall be a monthly consumption charge based on the amount of water taken at the rates established by the city.

(3) Surcharge. Commercial accounts (those properties that are not 100% residential) have a 9% surcharge added to all billing items

.b) *Service beyond city limits.* In order to recover the additional costs of providing service beyond the corporate limits, the service and consumption charges are doubled for properties outside of the city limits. Commercial properties outside the city limits have a 9% surcharge added to all billing items.

Sec. 28-187. Rates for fire service.

(a) There shall be a monthly charge for each fire protection service in the amount established by the city.

(b) Fire service customers who do not also receive regular water service shall be charged at double rates.

Sec. 28-188. Charges for standby service.

Commercial/Industrial customers who have their own private water supplies, and who desire standby service through a cross-connection, shall be subject to the following;

(1) The service connection to the city water supply shall be separated from the private water supply by an approved reduced pressure principle backflow preventer or a removed spool section of pipe.

(2) The monthly service and consumption charges shall be double those provided in section 31-74.