

WATER USAGE MONITORING PROCEDURE

Updated March 9, 2017

The Public Service Commission (PSC) does not require a Utility to monitor or notify for high water usage or significant changes in consumption. Therefore, it is the sole responsibility of each customer to monitor their metered water on their premises, at and beyond the metering point.

The Appleton Water Utility values the importance of providing good customer service and may assist with monitoring for significant increases in consumption and large leaks that have potential to present a risk to the public's health, safety or welfare. Monitoring and notification of customer usage by the Utility is not guaranteed and is dependent upon several factors including, but not limited to, availability of staff, equipment and technology.

The Utility may monitor for significant increases in consumption utilizing available meter technology. The following parameters are recommended guidelines when monitoring for abnormally high consumption:

- #100 accounts (residential) - 30 gallons/hour for at least 120 consecutive hours
- #200 accounts (commercial) – 100 gallons/hour for at least 168 consecutive hours
- #300 accounts (industrial) – not monitored
- #400 accounts (public authority) – 100 gallons/hour for at least 168 consecutive hours
- #600 accounts (apartment bldgs.) - 100 gallons/hour for at least 168 consecutive hours

If a significant change in consumption has been identified by the Utility, the following process may be followed:

- Mail, email or text a high consumption notice to the customer to notify them of the increased water usage.
 - Utility may assist the customer in identifying the source of the increased water usage. This may include a phone conversation or up to a one (1) hour appointment at their property.
- Utility may visit the property if the leak is substantial and staff determines there may be the potential to present a risk to the public's health, safety or welfare (over 250 gal/hour).
 - If the Utility is not able to make contact with the customer, staff will leave a notice at the property advising the customer of the detected high consumption and asking for them to contact the Utility.
 - If no response within 48 hours, the Utility may turn the water off at the curb box until the customer requests the water to be turned back on.

This procedure is intended only to provide guidelines regarding the Utility's monitoring of, and response to, increased water usage. This procedure shall not be construed as making any promises, warranties, representations or the like to any property owner regarding the monitoring of water usage, nor is it intended in any way to relieve property owners of the ultimate responsibility to monitor water use on their property.