

STANDARD PROCEDURES OF THE WASHINGTON SUBURBAN SANITARY COMMISSION

ORIGINATOR & POSITION DERRICK PHILLIPS ACTING TEAM CHIEF, CUSTOMER CARE	SP NUMBER CUS 11-01 SUPERSEDES SP CUS 99-02, § 3.6	APPROVE BY/DATE	EFFECTIVE DATE	PAGE 1 OF 3
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SUBJECT: Method for Billing Certain Multi-Unit Properties

- I. **PURPOSE:** To describe the method by which WSSC shall bill certain multi-unit properties.

- II. **BACKGROUND/HISTORY:** WSSC has historically billed multi-unit residential properties such as apartment buildings utilizing a “unit count” method. The purpose of the “unit count” billing method, as set forth in Standard Procedure (SP) CUS 99-02 § 3.6 and its predecessors, was to provide consistency with the way that WSSC bills single family residential properties. While the policy has not heretofore addressed billing for multi-unit properties that contain both residential and commercial units, WSSC recognizes that there has been a trend in the building industry in some areas of the Washington Suburban Sanitary District towards “mixed-use” multi-unit properties that contain a majority of residential units as well as one or more commercial units such as a convenience store, dry cleaner, or restaurant. This policy shall now specifically address the methods by which WSSC will bill “mixed-use” multi-unit properties as well as multi-unit residential properties.

- III. **DEFINITIONS:**
 - A. **Residential Unit:** A unit that: (a) contains at least one bathroom and one kitchen, and (b) is used exclusively as a place of residence pursuant to a deed or lease agreement.
 - B. **Commercial Unit:** A unit that (a) does not meet the definition of residential unit and (b) whose principal purpose is transacting for-profit business with the public.
 - C. **Not-for-Profit Unit:** A unit that: (a) does not meet the definition of residential unit, (b) whose principal purpose is to benefit the residents of the property (including but not limited to an administrative office, club house, or fitness center, laundry or storage room), and (c) is not ordinarily used by the public for payment of a fee or to transact business.
 - D. **High Flow Commercial Unit:** A commercial unit whose flow, on average, is greater than the flow of the average residential unit as calculated based on the flow factors set forth in the WSSC Pipeline Design Manual. (*See Appendix A for the list of High Flow Commercial Units.*)
 - E. **Multi-Unit Residential Property:** A multi-unit (two or more) property containing either all residential units, or a majority of residential units and one or more not-for-profit units.
 - F. **Multi-Unit Commercial Property:** A multi-unit (two or more) property containing all commercial units.

- G. **Mixed-Use Multi-Unit Property:** A multi-unit (two or more) property containing a majority of residential units and at least one commercial unit.

IV. **POLICY:**

- a. **Multi-Unit Residential Properties:** To ensure consistency with how WSSC bills a single family or town house property, the Average Daily Consumption (ADC) used to bill a multi-unit residential property shall be determined by dividing its total water use by number of calendar days in the billing period, by the total number of *occupied* residential units served by the property's meter. Customers seeking the adjustment will be required to certify as to the number of occupied residential units when the ADC drops significantly; typically, at least 40% less than normal usage.
- b. **Mixed-Use Multi-Unit Properties:** The unit count method of billing set forth in Paragraph A was originally intended to apply to multi-unit residential properties only. WSSC recognizes, however, that the use and/or size of many of the commercial units that share a water meter with the residential units at the property is such that the commercial units utilize equal or lesser amounts of water, on average, than the typical residential unit. Therefore, in consideration of this, mixed-use multi-residential properties shall be billed as follows:
1. **No High-Flow Units Present:** If the property contains no high-flow commercial units, then the ADC used to bill a Mixed-Use Multi-Unit property shall be determined by dividing its total water use by number of calendar days in the billing period, by the total number of *occupied* residential units served by the property's meter. Customers seeking the adjustment will be required to certify as to the number of occupied residential units when the ADC drops significantly; typically, at least 40% less than normal usage.
 2. **One or More High-Flow Units Present:** If the property contains one or more high-flow units, then the property shall not be eligible for the unit count billing as set forth in Paragraph IV(a) above unless and until the high flow unit or units are separately metered. "Separately metered" means that a separate WSSC water meter is installed at the individual high-flow unit to measure that unit's flow or a WSSC "master" meter is installed to register the flow of two or more high-flow units.
- c. **Multi-Unit Commercial Properties:** Multi-Unit Commercial Properties are not eligible for unit count billing.

V. **REQUEST FOR WAIVER FROM HIGH FLOW COMMERCIAL UNIT DESIGNATION:**

A Mixed-Use Multi-Unit customer may request a waiver from the designation of a commercial unit as "high flow" by submitting a waiver application. The Customer Care Team Chief may grant a waiver upon a finding that the specific circumstances surrounding the characteristics and/or use of the commercial unit are such that the flow factor should be equal to or less than the flow of an average residential unit. The Customer Care Team Chief may place conditions on the grant of the waiver. The decision of the Customer Care Team Chief may be appealed to the General Manager/CEO, or designee, whose decision shall be the final WSSC decision on the request for waiver. (See Appendix B for a copy of the Waiver Application.)

VI. **AUTHORITY CLAUSE:**

The General Counsel certifies that the statutory authority for the adoption of this Standard Procedure is the Maryland Annotated Code, Public Utilities Article, Section 17-403.