

COUNTY COUNCIL OF WICOMICO COUNTY, MARYLAND

2018 Legislative Session

Legislative Day No. 04

**Resolution No. 03-2018**

Introduced by: The Wicomico County Urban Services Commission

A RESOLUTION TO ESTABLISH AN URBAN SERVICES COMMISSION POLICY ON NON-BENEFICIAL USE OF WATER.

WHEREAS, an Urban Service District is an area in which urban services, such as water and sewer, are provided to the citizens of the county; and

WHEREAS, homeowners and businesses may experience a major usage of water due to a leak, broken pipes, plumbing malfunctions or other non-beneficial use of water and not be aware of the problem until the next meter reading; and

WHEREAS, the Department of Finance has recommended that the Urban Services Commission Policy on Non-Beneficial Use of Water, attached as Exhibit A, be established for granting relief to urban services bills.

NOW, THEREFORE, BE IT RESOLVED, by the Wicomico County Urban Services Commission that the Policy on Non-Beneficial Use of Water, attached as Exhibit A, is hereby approved.

Done at Salisbury, Maryland, this 20<sup>th</sup> day of February, 2018.

ATTEST:

  
\_\_\_\_\_  
Laura Hurley,  
Council Administrator

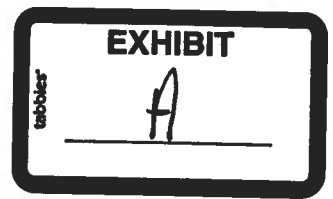
COUNTY COUNCIL OF  
WICOMICO COUNTY, MARYLAND

  
\_\_\_\_\_  
John T. Cannon,  
Council President

CERTIFICATION

This Resolution was Adopted , Adopted with Amendments , Failed , Withdrawn  by the County Council on February 20, 2018.

Certified by   
\_\_\_\_\_  
Laura Hurley, Council Administrator



## Urban Service Commission Policy on Non-Beneficial Use of Water

Effective immediately, it is the policy of the Wicomico County Urban Service Commission to grant a credit to Urban Service account holders (property owners) who have experienced increased usage due to non-beneficial use of water. Beneficial use of water includes, but is not limited to, using water for lawn irrigation, landscaping irrigation, washing vehicles, filling pools or in fountains.

The Commission authorizes the Wicomico County Department of Finance to grant a credit to an Urban Services bill if the following conditions apply:

- The City of Salisbury has granted a credit to the account holder's water bill based on the criteria per the City of Salisbury resolution 2741 dated April 10, 2017
- The City of Salisbury has provided the Wicomico County Department of Finance with the signed recommendation for the granting of the reduction to the City Water Bill, confirmation that the leak has been resolved, a copy of the repair invoice, a copy of the account holders consumption history and a copy of the account holders request for relief to their water bill
- The account holder (property owner) has submitted to the Wicomico County Department of Finance a request for relief on their Urban Service bill

Or

- The Account holder (property owner) has hired a licensed plumber to determine the reason for the high consumption of water was due to a non-beneficial use of water and the licensed plumber has promptly resolved the problem. Beneficial Use of water is not eligible for a credit under this policy
- The amount of the increased consumption is at least two (2) times the average consumption and the account holder (property owner) has submitted confirmation that the leak has been repaired and a copy of the account holder's consumption history. (The invoice from a licensed plumber with a description of the leak and work done serves as confirmation that the leak has been repaired)
- The account holder (property owner) has submitted to the Wicomico County Department of Finance a request for relief on their Urban Service bill
- A credit towards the Urban Service bill will only be considered for the past two billing cycles (including the current bill) with proper repair verification and account holders (property owners) are only eligible for only one occurrence within a 3 year period

The Department of Finance is authorized to grant reductions to Urban Service bills based solely on the meeting of the above conditions. Account holders (property owners) can petition the Urban Service Commission thru an appeal process for a review of the denied requests for relief to their Urban Service bill.

Granted credits will be applied to future Urban Service bills unless a refund is requested.

Late fees and Penalties will not be adjusted for non-payment. Arrangements for partial payment can be made with the Department of Finance on those bills pending adjustments.

This policy allows flexibility for the Director of Finance to resolve issues. All credits granted under this policy must be approved by the Director of Finance.