

WHEATON SANITARY DISTRICT (DISTRICT) IRRIGATION CREDIT PROGRAM FREQUENTLY ASKED QUESTIONS (FAQ'S)

1. For whom are Irrigation Credits applicable?

Irrigation credits are applicable for residential customers only, excluding flat-rate customers. Commercial customers must install an irrigation meter to receive a credit.

2. How often do I have to apply for the credit?

A customer must complete the Irrigation Sewer Bill Credit Application to qualify for credit. Applicants must submit their applications in the calendar year for which the credit is first applied. Customers are automatically re-enrolled in the Annual Irrigation Credit Program each subsequent year so long as the customer remains at the property, their account is in good standing, and the program remains in effect. Customers who move to a new property within the District are required to reapply.

3. Can I apply for multiple properties?

A customer must complete an irrigation credit per each property account. For example, a duplex would require two applications, one for each address/unit number.

4. Where can I find the Irrigation Credit Application?

Application forms can be found on the District's website; a copy can be picked up at the District Office; or District staff can fax, email, or mail a copy.

5. How does the Irrigation Credit calculation work?

Residential customers may request a credit of the difference between the six-month watering season (May 1st through October 31st) and 120% of the previous six-month non-watering season (November 1st through April 30th).

The previous six-month non-watering season shall have a monthly minimum usage equivalent to the standard multiple occupancy flat rate in effect when a credit is issued. Currently, that standard, multiple-occupancy flat rate is 5 consumption (or 5,000 gallons) per month.

For example:

	A = Non-Watering Season						B = Watering Season					
Month	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.
Actual Consumption	4	3	1	0	2	7	3	7	13	17	15	8
Calculated Consumption	5*	5*	5*	5*	5*	7	3	7	13	17	15	8

Consumption is in thousands of gallons.

A = Non-Watering Season Total (using "floor" equal to the standard flat rate of 5 consumption per month) = 32 consumption

B = Watering Season Total = 63 consumption

A x 120% = 32 consumption x 120% = 38 consumption

Credit = B – A = 63 – 38 = 25 consumption

The credit of 25 consumption is multiplied by the rate to yield the dollar credit on the customer's account.

6. Can I get a refund check for my credit?

In all instances, credits will be issued as an adjustment to the customer's account and not issued as a refund check.

7. Can renters receive an Irrigation Credit?

Renters and owners are subject to the same rules. In all instances, a customer's account must be active at the time the credit is applied, the account must be in good standing, and the program must be in effect. Customers who leave the district are not eligible for any credit program.

8. Will I be eligible for an Irrigation Credit if I haven't been in the property for the last twelve months?

In instances of new construction or when a customer's account does not have 12 months of historical usage, a reasonable alternative calculation may be made by the District to determine an average monthly baseline. The method of calculation is left to the sole discretion of the District.

9. Can the District remove a credit?

If the District determines that the Application has been misrepresented in any manner, the District has the right to rescind the Irrigation Credit, and recover the variance, including any penalties and fees.

10. Where do I send my completed Application?

Completed applications should be faxed to (630) 668-5536, mailed to 15649 Shaffner Road, Wheaton, IL 60189, or sent by email to billing@wsd.dst.il.us.