



**Administrative Policy**  
**MONTHLY FEES FOR**  
**MULTI-USE METERS**  
**Water Department – 613**

Effective Date:

May 2013

Revised Date:

August 2014

## MONTHLY WATER FEE PROCESS FOR SINGLE METER MULTI-UNIT PROPERTIES

### **Summary**

The Town of Payson Water Department (TOPWD) is authorized to charge a monthly water fee for each residential or commercial unit served by a single water meter. The charge has historically been implemented on the monthly water bill by multiplying the number of units served by the water meter by the published minimum monthly water rate. Additional water charges are incurred by the owner or operator of the facility if the total water use for that month exceeds an amount equal to the number of units served by the number of gallons allowed (if any) in the minimum monthly water charge times the number of units served. For an example, the owner of a four-unit facility serviced by a single water meter is currently billed for 4 units X \$29.32= \$117.28 (8,000 gallons included in this base rate before excess water charges begin) as a minimum monthly charge regardless of the number of leased units served by the meter. This process works well for the TOPWD but does present a financial challenge to customers at times when the facilities under a multi-unit scenario are vacant.

The TOPWD has attempted to implement methods to track, on a monthly basis, the number of leased units served by a single water meter. All efforts have been unsuccessful for a variety of reasons. This is especially true for residential multi-unit facilities such as apartment complexes where the TOPWD does not have a reliable mechanism to track occupancies versus vacancies. Therefore, all residential multi-unit facilities served by a single water meter will continue to receive monthly water service charges as outlined above.

However, for commercial multi-unit facilities, it is possible to track vacancies and occupancies by coordinating with the Town of Payson Community Development Department (TOPCDD) and utilizing the process for building permits and business licenses. Therefore, the commercial multi-unit facility will be assessed a monthly minimum for each occupied unit. In order to do so, the following process will be implemented.

### **Definitions**

N/A



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**Process**

**For Existing Commercial Occupancies**

The TOPWD will perform, at a minimum, quarterly audits of occupancies within existing Multi-Unit facilities. If additional occupancies are discovered, the TOPWD will notify customer and TOPCDD of the audit results. Then the TOPWD will adjust the next monthly bill to reflect the corrected number of occupied units. The TOPWD will not reduce the number of occupancies unless notification of New Commercial Vacancies is received as defined below.

**For New Commercial Occupancies of an Existing Multi-Unit Facility**

1. When the TOPCDD receives an application for a business license, or receives plans for a commercial project, the TOPWD is notified and determines the existing occupied units within the multi-unit facility.
2. The proposed occupancies are combined with the existing occupancies and customer is notified of the proposed adjustment in occupied units for the facility.
3. Upon approval of the Business License or Building permit by TOPCD, the next monthly bill is adjusted to reflect the corrected number of occupied units to be multiplied by the minimum monthly water rate.

**For New Commercial Vacancies of an Existing Multi-Unit Facility**

1. Customer notifies TOPWD of lease status of a facility for which he/she is responsible for payment of the monthly water bill and provides information for verification of same.
2. TOPWD certifies that all information is accurate or inaccurate.
3. Any vacant units are subtracted from the total and adjusted to reflect the correct number of occupied units for the facility to be multiplied by the minimum monthly water rate.
4. The corrected number of units will be reflected on the next monthly billing cycle.
4. In any event, the monthly water charge for the facility will not be reduced below a single unit.
5. Customers will be limited to one commercial vacancy notification per month.

**References**

Res. No. 427

Res. No. 469



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Res. No. 915

Res. No. 1322