

CITY OF SALINA RESIDENTIAL PILOT WATER QUALITY TEMPORARY RELIEF POLICY

1. Purpose

This policy establishes an evidence-based process for solely providing temporary water rate relief and/or a water filter rebate to customers experiencing water quality problems associated with the public water supply distribution system (“the System”), not caused by temporary uses (e.g. construction, fires, flushing or system maintenance) that may persist until corrective work is completed.

The policy does not address any issues not discussed in the policy.

2. Policy Statement

When the City of Salina (“the City”) verifies through field testing that a customer is experiencing excessively turbid water quality caused by the System, the City shall provide temporary rate relief and/or a filtration rebate in accordance with this policy.

3. Eligibility

An account is eligible for temporary rate relief when all of the following criteria are satisfied: (a) the account holder submits a complaint or request for review; (b) the City determines the complaint is reasonably related to known or suspected public water distribution system conditions; (c) the City performs three field tests on three separate occasions with the account holder present; (d) at least one turbidity reading exceeds 10.0 NTU; (e) the City determines the condition is attributable to the System and not primarily to private plumbing; and (f) the customer agrees to allow and be available for periodic on-site City testing while receiving relief.

4. Rate relief provided

Approved accounts shall receive a credit of the following charges for each billing period during which the account remains approved in the program: Water Base Charge, Water Usage Charge, and State Water Fee.

Credits will not be provided for excess use fees as defined in the City’s Comprehensive Fee Schedule.

5. Qualification testing procedures

Upon receipt of a complaint by account holder (by phone to 785-309-5735, email to waterquality@salina.org or in person at 300 West Ash, Room 206), staff shall review eligibility. See Attachment A for testing procedures.

All turbidity measurements shall be taken using calibrated City-approved equipment. Testing shall be done in accordance with procedures attached in Exhibit B.

6. Ongoing testing

Each approved account may be tested periodically while receiving temporary rate relief.

7. Removal from the program

An account shall be removed from the program when any of the following occurs: (a) City staff determine the water quality issue has materially resolved; (b) corrective waterline replacement or other infrastructure work has been completed and follow-up testing confirms non-eligibility; (c) the customer fails to be available and allow reasonable access for required periodic testing during normal City business hours; or (d) the City determines the issue is primarily caused by private-side plumbing or equipment.

8. Effective date of relief

Upon current testing, any account meeting eligibility criteria will be issued a refund check for applicable charges going back to the first full billing cycle in January, 2025. Credits will be issued to any water bill issued after the account is approved for rate relief.

If account holder became responsible for the water bill at affected location after January, 2025, and meets eligibility criteria, the effective date shall be the first full billing cycle after account holder became responsible for billing at the address in question

For all new complaints, temporary rate relief shall begin with the first full billing cycle after approval.

Account holders having water quality issues at the time this policy is adopted shall have 90 days from the date of this policy to request a water rate credit.

9. Filter System Rebate

The account holder, or owner of any property that is approved for a water rate credit, may submit written proof of purchase for a point-of-use or point-of-entry water filtration system (copy of cashed check front and back or copy of credit card statement and copy of paid receipt which includes place purchased, cost and make/model of system) to the City of Salina Finance Department 300 West Ash St, Suite 206 Salina, KS 67402-0736. Cost may include cost of installation if performed by a third party.

If account holder is not the owner of the property, account holder must provide written permission from the property owner to install a filter system.

Finance will issue a rebate check to account holder in the amount of the cost of the installed system or \$750, whichever is lower.

The City will waive any permit fees required for the installation of the filtration system. The on-going cost of replacement filters shall be the responsibility of the account holder.

Each household is eligible for one (1) rebate only.

10. Administration

The Utilities Director or designee shall administer this policy, make eligibility determinations, and remove accounts from the program when eligibility no longer exists.

The Finance Director or designee will apply credits to eligible accounts and provide rebates for approved filtration systems.

Account holder and City Staff performing testing shall sign the Residential Pilot Water Quality Temporary Relief Program Form (Exhibit A). City Staff shall provide copy of signed application to the Water Customer Accounting office for applicant inclusion in credit program and to the Finance Department for verification of acceptance into the Home Filtration Rebate program.

If the responsible party for the water bill changes at the approved location, the City will cease the water credit and the new party must submit a new request for water bill credit.

If the account holder does not have the financial means to pay for a filtration system up front, the account holder may submit the written invoice for the filtration system from which the City will issue the up to \$750 payment directly to the filtration system provider upon written statement of proof of installation by the account holder

11. Reporting

Utilities staff shall maintain records of complaints received, qualification test dates and results, periodic testing results, enrolled accounts, locations associated with recurring system issues, and relationship to waterline replacement planning. Finance staff shall maintain records of credits applied to eligible accounts and rebates paid for filtration systems.

Exhibit A
Residential Pilot Water Quality Temporary Relief Program Form

CITY OF SALINA

RESIDENTIAL PILOT WATER QUALITY TEMPORARY RATE RELIEF PROGRAM FORM

(To be completed by call taker)

Account Holder Name: _____

Service Address: _____

Mailing Address: _____

Account Number: _____

Phone: _____

Email: _____

Brief Description of Concern: _____

(To be completed by applicant)

Access, Testing Consent and Certification

I understand that qualification for temporary rate relief may require multiple on-site City tests by City staff.

I agree to provide reasonable access for qualification and on-going testing: ☐ Yes ☐ No

I certify that the information provided is true and correct to the best of my knowledge.

Account Holder Signature: _____

Date: _____

(To be completed by Testing Staff Member)

1. Water Quality Issue

Date issue first noticed: _____

Is the issue ongoing? ☐ Yes ☐ No

How often does the issue occur? ☐ Daily ☐ Weekly ☐ Intermittently ☐ Other: _____

Is there a specific time of day when it is worse? ☐ Yes ☐ No If yes, time of day _____

Private Service Line Material? ☐ Copper ☐ Galvanized ☐ Plastic

Issue observed:

☐ Brown/yellow/rust-colored water

☐ Visible sediment

☐ Staining

☐ Other: _____

Does the condition remain after running cold water? ☐ Yes ☐ No ☐ Sometimes

Are nearby properties experiencing similar issues? ☐ Yes ☐ No ☐ Unknown

2. System Context

☐ Waterline replacement area

☐ Known recurring water quality area

☐ Main repair/break

☐ Hydrant flushing

☐ Valve operation

☐ Multiple area complaints

☐ None known

Project / work order / reference: _____

3. Turbidity Measurement

Test No. 1

Date: _____

Time: _____

First-draw reading: _____

Location: ☐ Kitchen cold tap ☐ Bathroom cold tap ☐ Laundry cold tap ☐ Exterior hose bib ☐ Other:

Sample taken before in-home treatment device? ☐ Yes ☐ No ☐ Unknown

Account Holder Signature _____

Tester/City of Salina staff Signature _____

Test No. 2

Date: _____

Time: _____

Second-draw reading: _____

Location: ☐ Kitchen cold tap ☐ Bathroom cold tap ☐ Laundry cold tap ☐ Exterior hose bib ☐ Other:

Sample taken before in-home treatment device? ☐ Yes ☐ No ☐ Unknown

Account Holder Signature _____

Tester/City of Salina staff Signature _____

Test No. 3

Date: _____

Time: _____

Third-draw reading: _____

Location: ☐ Kitchen cold tap ☐ Bathroom cold tap ☐ Laundry cold tap ☐ Exterior hose bib ☐ Other:

Sample taken before in-home treatment device? ☐ Yes ☐ No ☐ Unknown

Account Holder Signature _____

Tester/City of Salina staff Signature _____

4. Determination

Likely cause: ☐ City distribution system ☐ Private plumbing ☐ Private treatment system ☐ Unknown

Recommendation: ☐ Continue qualification process ☐ Approve enrollment ☐ Continue monthly relief

☐ Remove from program ☐ Additional review required

Comments: _____

Staff Signature: _____

Supervisor Review: _____

Exhibit B

New Water Quality Testing Procedures

City Staff Shall:

1. Receive call, record name, phone number, address, and the reason for the call
2. Set up an appointment to meet with account holder
3. Identify the private water service line material coming into home
4. Take 3 water samples from the following fixtures:
 - A. Kitchen sink
 - B. Bathtub
 - C. Outside hose bib
5. Photographic record of each sample
6. Test the water samples with account holder present
7. Discuss actions to be taken based on the level of turbidity with account holder
8. Complete Water Quality Program Form including all signatures
9. Log all information into water quality spreadsheet

Test Result Actions:

1. 5 to 10 NTU - flush through the service line from the meter pit
2. Over 10 NTU - test different locations in the area
3. Over 10 NTU in the area – install hydrant flusher on fire hydrant
4. After one week - resampling in the area will be performed. If NTU remains over 10 NTU, relocate hydrant flusher or perform directional flushing
5. Request account holder to continue reporting all water quality issues to the City
6. Monitor the area for water quality and if NTU remains over 10 NTU,
 - A. Recommend account holder for rate relief program, and
 - B. Add the area to main replacement program