

**Subject: STEAM SERVICE – CREDIT POLICIES**

**Blown Traps**

The customer's bill will be adjusted upon verification of a blown trap by an HPUC employee. The customer's increased consumption due to the blown trap will be a minimum of 33% greater than the customer's five-year averaged consumption in order for the customer to qualify for the credit adjustment. This policy is effective each calendar year.

Procedure:

- 1) The customer's five-year averaged consumption will be subtracted from the current billing. The unit difference, if 33% or greater than the five-year averaged consumption, will be multiplied by the current fuel cost, plus 10% of the current fuel cost, and refunded to the customer.
- 2) The customer will be charged for the second callout and every callout after the full current billing amount.
- 3) See Steam Trap Credit form.

**Coil Leaks**

The customer's bill will be credited upon verification of a coil leak by an HPUC employee. The increased consumption will be subtracted from the five-year averaged consumption. The customer is given credit for the entire difference whenever a coil leak is verified.

- 1) Along with the steam credit, any amount of sewer use beyond average is also credited due to excessive water use through steam meter because of coil leak.
- 2) See Coil Leak Credit form.