

§ 65.20. Water conservation measures—statement of policy.

In rate proceedings of water utilities, the Commission intends to examine specific factors regarding the action or failure to act to encourage cost-effective conservation by their customers. Specifically, the Commission will review utilities' efforts to meet the criteria in this section when determining just and reasonable rates and may consider those efforts in other proceedings instituted by the Commission.

(1) *Education.* At least once a year a utility should provide each customer with a brochure or similar type of material which discusses efficient water use practices, the expensive waste caused by leaking plumbing fixtures, the availability of retrofitting plumbing devices to curtail unnecessary water use, and the possible savings on water and fuel bills that could ensue when these conservation methods are implemented.

(2) *Water audit for large users.* On an annual basis each large, nonresidential customer, such as a college, motel or health club, should receive, or be directed to the availability of the large water user audit procedure developed by the Department of Environmental Resources, or other, similar format, via a printed message on or with their bill.

(3) *Efficiency plumbing fixtures.* Customers should be notified annually that water-saving plumbing fixtures should be installed in new construction or when remodeling. If construction or renovations are not scheduled, customers should be encouraged to retrofit existing plumbing fixtures.

(4) *Unaccounted-for water.* Levels of unaccounted-for water should be kept within reasonable amounts. Levels above 20% have been considered by the Commission to be excessive.

(5) *Leak detection.* A system of leak detection should be utilized on a regular basis, with leaks being repaired as expeditiously and economically as possible.

(6) *Metering.* A comprehensive metering program should be in place which includes metering sources of supply, metering service to customers—aside from formally granted interim exemptions, and the regular testing and maintenance of meters in service.

(7) *Conservation plan.* The mandatory conservation contingency plan should be properly filed within each utility's tariff.

Authority

The provisions of this § 65.20 issued under the Public Utility Code, 66 Pa.C.S. § 523(b).

Source

The provisions of this § 65.20 adopted April 7, 1989, effective April 8, 1989, 19 Pa.B. 1575.

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