

# FAQ

City of Medicine Hat  
Environmental Utilities  
Phone: 403.529.8176  
E-mail: eu@medicinehat.ca

Updated March 15, 2019

## Water Lines at Risk – Customer Discount

*The City has compiled this list of common questions. If you have additional questions or concerns, please see the contact information at the end of page two.*

### Who is eligible for a water discount?

- Customers who have been running taps continuously for at least two weeks between January 23 and March 31
- Customers who received a letter informing them to run their taps
- Business and commercial properties who have been continuously running their taps are also eligible and are asked to contact Environmental Utilities directly at 403.529.8176

### What if I start to run my tap today and keep running it, will I get a discount?

- Yes. As long as you have run your tap for two weeks continuously between January 23 and March 31 to prevent water lines from freezing, you may opt-in for the discount

### What does ‘running the tap continuously’ mean?

- Continuously means running the tap 24 hours per day
- Customers who have turned their taps off for a few hours, or overnight – have ended up with frozen lines
- Customers whose pipes have been repaired should continue running taps to prevent a second emergency call, in which case fees may apply

### How do I make sure I get the discount?

- You must opt-in by telling the City you have been running your tap continuously for at least two weeks
- Fill in the online form found at <http://medicinehat.ca/eu>
- Visit City Hall Customer Service or call a customer service representative for help at 403.529.8111
- The City will verify that your information is correct, by checking automated meter (AMI) data
- The discount will be credited to your account on a future utility bill

**I do not have all of the information the form asks for; I am not sure how to do it; I don't have a computer to fill in the form**

- The City's customer service representatives can help you out – please visit City Hall or call them at 403.529.8111

**I have a business – am I eligible for the discount?**

- Yes, if you have been running a tap continuously. Please call Environmental Utilities directly to discuss this – 403.529.8176

**I don't understand how the discount works**

- If you have been running your tap continuously for two weeks between January 23 and March 31, fill in the form to opt-in for the discount
- The City will use automated meters (AMI) billing data to verify that you have been continuously running your tap for two weeks
- No matter how much water you use during the billing period, you will ONLY be billed for 7 cubic metres
- Any water you have consumed beyond 7 cubic meters is courtesy of the City and is “your discount” and a thank you for taking these steps

**How did you choose 7 cubic meters as the amount?**

- The majority of home residences (4/5 of our residents) use over 7 cubic meters of water per month in the winter – usually water consumption is closer to 12 cubic meters

**Is this discount for all winter? Is this discount retroactive to past winters?**

- The discount is in response to this emergency situation
- It applies only to the time period that you have been running your water continuously between January 23 to March 31, 2019
- It is not retroactive to previous months or winters

**How long do I have to reply?**

- Customers have until April 15, 2019 to apply

*Thank you for your patience and cooperation! Residents who choose to run their taps or take other measures relieve the burden to the city as it continues to respond to emergencies.*

**For more information:**

Environmental Utilities: 403.529.8176

Tips and details: <http://medicinehat.ca/eu>