

# FAQ

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

Updated January 8, 2020

## Water Lines at Risk – Rebate Program

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

### Who is eligible for the water rebate program?

- All Customers who have, in the past, had a frozen water service and received a letter from the Environmental Utilities Department informing them of the rebate program.

### How does the rebate program work?

- The rebate program works by allowing the selected residents to continuously run one of their cold water taps in the home (flow width of a pen) to prevent their water service line from freezing. While the program is in effect, the first 75m<sup>3</sup> of water consumption per month will be free of charge.

### Why do I have to run my cold water tap?

- Running a cold water tap with the flow the width of a pen will help prevent your water service line from freezing up when the temperature drops well below freezing for a prolonged period of time.

### Why do water service lines freeze up?

- In winter the frost goes deeper into the ground the longer the temperatures stay well below freezing and can eventually get deep enough to freeze water service lines that have no flow going through them.

### When do I start to run my cold water tap?

- The Environmental Utilities Department will post on the City's website when you should start to run your cold water tap. The cold water tap should be left running continuously until you are directed by the Environmental Utilities Department that it is now safe to shut it off.
- It is advisable to put a notice on the selected cold water tap to prevent other occupants in the house from turning it off by mistake.
- You do not need to run your tap continuously until directed to do so.

### What does 'running the tap continuously' mean?

- Continuously means running the tap 24 hours per day.
- Taps that have been turned off for a few hours or overnight have resulted in frozen water lines.
- Customers whose pipes have been repaired once and then stop running taps such that they end up with a second emergency call, may incur fees applied to their utility account.

### **How can I be sure I am using the proper amount?**

- A tap running a pen-width in diameter should use approximately 1-2 M<sup>3</sup> per day.
- This same volume should take 4-8 seconds for 100 mL, or 10-20 seconds to fill 1 cup.
- Log on to your eUtility account to monitor your water consumption.

### **How do I make sure I get the rebate?**

- You will qualify for the rebate automatically if you have received a letter from the Environmental Utilities Department.
- 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 once the Environmental Utilities Department has directed that it is safe to turn off the cold water tap.

### **I don't understand how the rebate works**

- If you have been running your tap continuously from the time indicated by the Environmental Utilities Department you will automatically receive a credit equivalent of up to 75m<sup>3</sup> of water volume per month on your Utilities account.
- The City will use automated meters (AMI) billing data to verify that you have been continuously running your tap for the time period directed.
- You can monitor how much water you are using each day by checking your water meter or logging into your own eUtility account on the City's website.

### **How did you choose 75 cubic meters as the amount?**

- A rebate of 75 m<sup>3</sup> will allow those directed to run their tap continuously at 1-2 cubic meters per day (flow the width of a pen) without incurring extra costs.
- If you use more than 75m<sup>3</sup> per month you will be responsible for covering the cost of the additional water consumption.

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

- The discount is in response to this year's preventative measures.
- It applies only to the time period that you have been instructed by the Environmental Utilities Department to run your water continuously
- It is not retroactive to previous months or winters

*Thank you for your patience and cooperation! Residents who choose to run their taps or take other precautionary measures help the City during extreme cold winter temperatures.*