



Administrative Policy Manual  
Policy No: Amended IWA-750-02-001-10  
Effective Date: 09-07-2016  
Approved: Don Martez

SUBJECT: Variance Policy – Budget Tiered Rates

PURPOSE: Every customer will be given an individual “water budget” each month, representing a reasonable and attainable water allocation for indoor and outdoor needs. If a customer believes that their water budget is incorrect, IWA will reevaluate their water needs and adjust the budget, if appropriate, through a variance process.

**General Policy:**

A variance process may be used to adjust tiered water rate structure budgets to allow an allocation greater than the standard allocation used for the various classes of customers. If a customer feels that their water budget is inadequate, IWA will reevaluate their water needs and adjust their water budget if appropriate through the variance process; granted it is consistent with the state’s 20x2020 Water Conservation Plan. Any reasonable first time request may be approved without proof or additional documentation. The variance or credit request will be processed within 30 days. This policy supersedes Policy IWA-750-02-001-10 adopted on October 1, 2013.

**Provisions:**

**A. Variances may be approved for any of the following reasons:**

- 1) Additional permanent residents in the home
  - a) more than 4 permanent residents in a single family home
  - b) more than 1.6 permanent residents in senior (55+) residential housing
  - c) more than 2.5 permanent residents in a multi-tenant housing unit

The proof of permanent residency for each person in the household may be birth certificates, school records, blank checks with pre-printed names and address, copies of income tax return, drivers license, lease agreements, etc. Such documentation proof is required to be submitted every four (4) years or the account will default to its original water budget.

- 2) Additional landscape area
  - a) A landscape drawing or a sketch showing total square feet of the landscape should be submitted. The surface area of pool and spa, but not hard scape (i.e. driveways, patios) should be included as part of the landscape total. Dimensions in feet and the total area in square feet should be shown.
- 3) New construction on an existing structure
  - a) IWA will need a copy of the building permit and dimensions of the lot and dwelling.

- 4) Water usage for medical equipment needs
  - a) Account holder must provide verifiable medical documentation (doctor's note).
- 5) Licensed care facility (child or elderly)
  - a) Account holder must submit a copy of their current City of Indio business license and certify total persons currently cared for.
- 6) Other
  - a) Special conditions or circumstances not listed above will require validation by staff and may take longer than 30 days to process. The account holder must supply details of the circumstance.
  - b) Businesses/Hotels/Commercial accounts experiencing increased customers, clients, and/or patrons as a nexus to festivals, concerts, and special events.

**B. Credit may be approved for any of the following reasons:**

- 1) Inaccurate allocation
  - a) The initial default allocation variables were not accurate and would qualify for a variance. The credit will be used to correct a single bill and the variance will be applied to future billings.
- 2) Other
  - b) Special conditions or circumstances not listed above will require validation by staff and may take longer than 30 days to process. The account holder must supply details of the circumstance.

**C. Repeated Variance Requests:**

- 1) If an account holder has received an adjustment, any subsequent variance adjustment requests submitted within a twelve-month period must also include participation in one of the following programs:
  - a) Water Audit
  - b) Smart Controller Program
  - c) Turf Removal Program
- 2) Frequent variance requests on the same account may be denied if a variance already in-place continuously exceeds their budget (chronic over-allocation) and no future requests shall be approved. Chronic over-allocation usage is defined as three consecutive months or six out of twelve months of being in Tiers 3, 4, or 5.

**D. Variance/Credit Processing:**

- 1) Variances and credits will be processed in the order in which they are received. If a request is returned due to incomplete information, the receipt date will be the date on which the resubmission is received. IWA will process the completed request within 30 days from the received date.

Reference:

Previous Policy Dated 10/01/2013

Previous Policy Dated 03/02/2010

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## Criteria for a Variance

Every customer is given an individual "water budget" each month, representing a reasonable and attainable water allocation for your indoor and outdoor needs. If you believe that your water budget is incorrect, Indio Water Authority will re-evaluate your water needs and adjust your budget, if appropriate, through this variance process.

### How to apply for a Variance

Fill out the Variance Application completely and accurately and attach the required documentation and submit to Indio Water Authority through one of the following options:

- A) Email to [iwaconserve@indio.org](mailto:iwaconserve@indio.org)
- B) Fax to (760) 391-6440
- C) Mail to 83-101 Avenue 45, Indio, CA 92201, Attn: Water Conservation

### A variance may be approved for any of the following reasons:

- A) Additional permanent residents in the home
  - i. More than the default of 4 permanent residents in a single family home
  - ii. More than the default of 1.6 permanent residents in senior (55+) residential housing
  - iii. More than the default of 2.5 permanent residents in a multi-tenant housing unit
- B) Additional landscape area
- C) New construction on an existing structure
- D) Water usage for medical equipment needs
- E) Licensed care facility (child or elderly)
- F) Inaccurate allocation
  - i. The initial default allocation variables were not accurate and would qualify for a variance. The credit will be used to correct a single bill and the variance will be applied to future billings.
- G) Other - special conditions or circumstances not listed above will require validation by IWA staff.
- H) Businesses/hotels/commercial accounts experiencing increased customers, clients, and/or patrons as a nexus to festivals, concerts, and special events

## Variance Application

**Please allow 30 business days for processing. Failure to provide the required documentation will delay the Water Budget Adjustment Process.**

**Name of Account Holder:** \_\_\_\_\_

**Account No.:** \_\_\_\_\_

**Phone Number & Email:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

**Reason for Variance Application**

Please check all that apply and attach the required documents:

Description	Required Documentation
<input type="checkbox"/> Additional permanent residents in home (see page 1 of application for criteria)	Please submit proof of permanent residency for each person in the household using one of the following options: birth certificates, school records, blank checks with pre-printed names and addresses, copies of income tax return, driver license, or lease agreements.
<input type="checkbox"/> Additional landscape area	Please submit a landscape drawing or sketch showing total square feet of the landscape. The surface area of pool and spa, but not hard scape (i.e. driveways, patios, etc.) should be included as part of the landscape total. Dimensions in feet and the total area in square feet should be shown.
<input type="checkbox"/> New construction on an existing structure	Please submit a copy of the building permit and dimensions of the lot and dwelling.
<input type="checkbox"/> Water usage for medical equipment needs	Please provide verifiable medical documentation (i.e. doctor's note).
<input type="checkbox"/> Licensed care facility (child or elderly)	Please submit a copy of your current City of Indio business license and certify total persons currently cared for.
<input type="checkbox"/> Other (please explain): _____ _____ _____	Please provide appropriate validation documentation to support your reason for a variance.
<input type="checkbox"/> Need credit (inaccurate default allocation)	Please provide proof of inaccurate allocation by selection one of the above variance options.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**For IWA office use only**

Meter No.: \_\_\_\_\_

Approved? \_\_\_ Yes \_\_\_ No \_\_\_

If no, reason: \_\_\_\_\_

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_