

SALT RIVER VALLEY WATER USERS' ASSOCIATION

Residential Credit/Refund Guidelines – Calendar Year 2024



Refund Requests

Requests for refunds must be initiated and/or authorized by the deeded owner of the parcel(s). Any requests that fall outside of these guidelines will be reviewed on a case-by-case basis.

SRP considers the following when processing irrigation refund requests:

- All water charges, including penalties, must be paid before a refund can be considered.
- Remaining money credits may be available for refund, after being applied to any outstanding charges.
- Water Delivery Fees and Basic Charges are nonrefundable if any water was ordered/delivered during the calendar year.
- If additional water beyond the base allotment was purchased but was not ordered/delivered, it can be refunded.
- Refunds will be paid to the deeded owner, unless there is an authorized exception.

If a refund is requested after the annual irrigation bill has been paid, the following process guidelines will apply:

Was water ordered/delivered in the calendar year?	Answer: NO	Answer: YES
Items refundable or not refundable:		
Water Delivery Fee	Yes	No
Basic Charge	Yes	No
Subdivision Water Fee	Yes	Dependent on number of deliveries received
The following, if applicable:		
Excess water credits/overpayments	Yes	Yes
Excess water debits	No	No
Penalties	No	No
Reactivation fees	No	No

Please Note: Calculations are based on acreage, amount of water ordered/delivered, credits, debits, and/or penalties related to the account.

Example(s):

- Active subdivision account requests refund after paying annual irrigation bill in full by Dec. 6.
- For example purposes only, the following is assumed:
 - There are no debits, credits or penalties on the account.
 - Account orders the maximum duration/allotment for the property size.

PROPERTY INFORMATION			
Acres	Head Size	Max Allotment	Max AF
0.2	50"	45 min.	0.08
0.4	50"	1 hr. 30 min.	0.16
0.6	50"	2 hr. 15 min.	0.23
0.8	50"	3 hr.	0.31
1.0	50"	3 hr. 45 min.	0.39

FULL REFUND (0 deliveries received)			
Water Delivery Fee	Basic Charge	Subdivison Water Fee	Total Refund
\$87.37	\$9.62	\$49.32	\$146.31
\$87.45	\$19.23	\$98.64	\$205.32
\$87.54	\$28.85	\$147.95	\$264.34
\$87.62	\$38.46	\$197.27	\$323.35
\$87.70	\$48.08	\$246.59	\$382.37

PARTIAL REFUND (5 deliveries or less received)			
Water Delivery Fee	Basic Charge	Subdivison Water Fee	Total Refund
\$0	\$0	\$49.32	\$49.32
\$0	\$0	\$98.64	\$98.64
\$0	\$0	\$147.95	\$147.95
\$0	\$0	\$197.27	\$197.27
\$0	\$0	\$246.59	\$246.59

PARTIAL REFUND (10 deliveries or less received)			
Water Delivery Fee	Basic Charge	Subdivison Water Fee	Total Refund
\$0	\$0	\$34.38	\$34.38
\$0	\$0	\$68.76	\$68.76
\$0	\$0	\$108.87	\$108.87
\$0	\$0	\$143.25	\$143.25
\$0	\$0	\$177.63	\$177.63

Definitions

Basic Charge(s) – Each account is entitled to a base allocation that equates to 2 acre-feet (AF) per acre. Payment for this entitlement helps offset costs related to the construction, operation and maintenance of SRP's water storage, transmission and distribution systems. Basic Charges are nonrefundable if any water was received during the calendar year.

Excess Water Debit – SRP conducts an annual water audit on Dec. 31. This audit reconciles the prior year's total water deliveries and compares it against the water purchases on each account. If applicable, an Excess Water Debit (or an Excess Water Credit) adjustment will be recorded on the account. Customers with a water debit over \$1.00 will be sent a billing statement in January. To continue receiving water and to avoid disruption to irrigation services, amounts due must be paid by Feb. 19.

Excess Water Credit – These credits will be used to offset any amount due on current and/or subsequent year billing. Credits can be refunded at any time, upon request of the deeded owner.

Overpayments – Any payment in excess of total amounts due. Overpayments do not include amounts paid toward the purchase of additional water.

Penalties – Monthly penalties accrued on any unpaid basic charges due.