

1 **TOWN OF ENFIELD**

2 **SEWER USAGE ADJUSTMENT POLICY**

3 The purpose of this policy is to provide a basis for the Town of Enfield to adjust high bills caused by
4 unexpected leaks, leaking equipment, vandalism, malicious acts or extraordinary conditions on the
5 users' property under normal due diligence. The reason for providing a policy for reducing these bills is
6 to relieve possible financial hardship on residents and businesses. The intent is to provide some relief for
7 catastrophic losses of water but not high uses caused by lack of maintenance or a change in activity at
8 the home or business. Adjustments or modifications to account balances shall be determined based
9 upon the facts and circumstances provided and will be at the discretion of Town of Enfield management.
10 The Town will not authorize account adjustments for excessive water usage unless otherwise called for
11 within the controlling ordinance.

12 The customer is responsible from the discharge side of the house including plumbing inside of the
13 house.

14 **A. LEAK ADJUSTMENTS FOR LOSS TO SEWER BILLS**

15 **Threshold Considerations**

16 Leak adjustments for sewer bills will be considered when all of the following threshold conditions have
17 been met:

18 ✓An excessive use of water has been detected due to a possible leak at a Resident's property (greater
19 than 20% of the proceeding quarter's bill).

20 ✓Water use volume is over the previous 12 month average or the previous full billing period if no
21 history exists.

22
23 ✓The Town of Enfield requires the following application process in the event excessive usages have
24 been identified.

25 **Application Process**

26 Account holders may apply for a sewer usage adjustment by fully completing a "Town of Enfield" Sewer
27 Consumer Adjustment Form" and return to the Director of Finance, Town of Enfield. The Town of Enfield
28 Director of Finance will review the sewer usage form, account, history, and provided documentation.
29 Approvals/Disapprovals will be determined within 30 days of receipt of completed form and
30 documentation.

31 A copy of the approval/denial by the Town of Enfield 's Director of Finance will be mailed to the Account
32 Holder. All adjustments must be approved by the Director of Finance or his/her designee. The Customer
33 is responsible for payment until adjustment is processed. Late fees and penalties will be applicable until
34 balance is paid and will not be credited back when/if approved. The following items listed on the "Town

35 of Enfield Sewer Consumer Adjustment Form" must be completed in their entirety or the Account
36 Holder request will be denied:

37 1. Name of customer (and property owner if different)

38 2. Phone number of customer (and property owner if different)

39 3. Address of property where adjustment is requested

40 4. If property is owner occupied or rental

41 5. Date customer became aware of overbilling

42 6. Explanation of why adjustment is being requested. If it is because of a water leak associated with the
43 property, explanation should include: copies of repair invoices or receipts; letter of explanation of how
44 the leak occurred; sketch of the exact location of the leak; photographs of the leaking pipe (if available).

45 In order to avoid a late penalty while the water and sewer bill review is pending, the account holder
46 must pay the bill by the due date unless otherwise directed by the Town of Enfield Director of Finance. If
47 the Town of Enfield deems a sewer adjustment is appropriate, the Town of Enfield may then be directed
48 to make the adjustment during the next billing cycle. The account holder must not be delinquent (only
49 the current month usage is owed). An approved payment plan agreed upon by account holder and the
50 Town of Enfield does not constitute delinquency.

51 High water use resulting from any other incident is not eligible for any sewer adjustment. Examples of
52 water usage not eligible for a sewer adjustment due to the Town of Enfield still treating all water usage
53 at the wastewater treatment plant are as follows:

54 • Leaking toilets and faucets

55 • Leaking water softener

56 • Leaking hot water heater

57 • Faulty humidifier on furnace

58 • Accidental water use

59 • Any other plumbing inside or outside the house

60 The Town of Enfield will not consider lack of proper maintenance or negligence by Account Holder (or
61 third party such as renter, contractor, utility company, etc) which culminates in an increased sewer bill
62 as being appropriate for approving a sewer adjustment in the bill.

63 **Sewer Charges Adjustment Policy**

64 If the leak is shown to not have entered the sewer system, the Account Holder has the following option
65 for sewer adjustments:

66 The excessive sewer usage above the average will be adjusted off after all threshold considerations have
67 been met and approved by the Finance Director or his/her designee. As a result, the account holder will
68 be billed for the entire usage amount and is responsible for payment until the requested adjustment has
69 been approved and/or denied by the Town. One adjustment is allowed per year if authorized by the
70 Town of Enfield Director of Finance. However, under extraordinary conditions it is at the discretion of
71 the Director of Finance and/or his/her designee to approve or deny more than one allowable
72 adjustment per year, if all threshold considerations are met. Property owner signature is required.

73 **B. SEWER ADJUSTMENT ON SWIMMING POOL FILL**

74 Private swimming pools meeting the requirement of at least 24 inches deep, a surface area of at least
75 100 square feet, and a permanently equipped re-circulating system shall be eligible for a manual sewer
76 adjustment. One adjustment for one bill per calendar year will be allowed (January 1 – December 31st).
77 The sewer usage will be adjusted to the beginning and ending meter readings associated with filling the
78 swimming pool.

79 **C. UTILITY ACCOUNT CREDIT POLICY**

80 The Town of Enfield may be required to adjust customer accounts based on unintended inaccuracies or
81 errors incurred during normal business operations. The Director of Finance shall have the discretion to
82 credit customer accounts if an inaccuracy has been determined. At the end of each month, the Utility
83 Department Supervisor shall generate a computerized listing of all credits to customer accounts for
84 review and approval by the Director of Finance or his/her designee.