



Sanitary Sewer Billing Adjustments Policy Effective Date: 12-11-2023

The Utility Board acknowledges that there may be occasions when a customer may have a leak with significant volumes of water lost, or use water for other purposes which may or may not have entered the sewer system. The Utility Board requires the customer to pay for the water used, but will determine whether an adjustment for sewer service charges is justified in the following situations.

Swimming Pools - One (1) continuous fill for a pool is allowed per season. If your pool requires at least 7,000 gallons of water, you utilize a garden hose to fill your pool, and your home does not have a deduct meter (a.k.a. sprinkler meter), you can obtain a credit for the sanitary sewer portion on your water bill. Customers who fill their swimming pool from their water service line may receive a sewer adjustment of 100% of the difference between the actual sewer usage above the past year's average monthly metered usage up to the amount used to fill the pool. In order for customers to insure they receive proper credit, they need to notify the Clerk's Office of their intent to fill their pool. The Clerk's Office will provide a Sanitary Sewer Credit Application which notes the date of pool filling, and the volume of water used, in order to receive credit on their next bill. This adjustment may only be given once per calendar year.

Lawn Establishment for New Lawn - Completely Replaced Lawn - Contractors or owners may request relief, one-time, for sewer charges for water used in initial lawn establishment for a newly constructed dwelling or for property owners completely replacing their entire lawn. The contractor or owner must notify the City Clerk's Office in advance of usage in order to qualify for the sewer usage relief on the next bill. The basis for an adjustment will be a one-time adjustment of 100% of sewer charges for an unoccupied residence. For an occupied residence, the user will receive a sewer credit up to \$75.00 per month with a maximum of \$150.00 total over two month billing cycles for lawn installation credit. The purpose of this policy is to encourage the establishment of good quality lawns within the City of Seymour. Lawn establishment is defined as watering for new grass growth. It does not include watering for aesthetic purposes (brown grass) during drought-like conditions. New lawn water credits for newly constructed dwellings will not be honored for any lot or site until a certification of occupancy has been issued for the residence and is occupied by an owner or tenant.

Plumbing Leaks- Non Flush Leaks. In the event that the City Administrator determines that in any billing period a customer has used five thousand (5,000) or more gallons of water above the past year's average monthly metered usage at the premises in question **in a way that such water did not likely reach the sanitary sewer system,** the City Administrator shall have the discretionary authority to waive all or any part of the sewer charges on such excess, subject to the following conditions and limitations:

- Waivers shall be considered only upon written request to the City Administrator.
- All customer accounts must be current to be considered for a sewer credit.
- Waivers may only be granted for unintentional uses not resulting from the negligence of the customer. Ex. leaving outside spigot/hose running.
- Waivers may only be granted for the usage that exceeds the past year's average monthly amount.
- In the case of a leak, no waiver shall be granted unless said leak has been completely repaired. Customer must submit a copy of repair invoice from plumber. If self-repaired, the customer must provide a brief written explanation of the repair performed and provide copies of receipts of repair parts.
- A waiver will not be issued for charges covering more than two consecutive billing cycles, and there shall be only one waiver granted to a customer at the same premises in any twelve-month period.
- In general, the determination of the City Administrator shall be the final decision of the City. However, extenuating circumstances may cause appeal to go before the Utility Board.