

1 **TOWN OF ENFIELD**

2  
3 **SEWER USAGE ADJUSTMENT POLICY**

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

15  
16 The customer is responsible from the discharge side of the house including plumbing inside of  
17 the house.

18  
19 **A. LEAK ADJUSTMENTS FOR LOSS TO SEWER BILLS**  
20 **Threshold Considerations**

21  
22 Leak adjustments for sewer bills will be considered when all of the following threshold conditions  
23 have been met:

24  
25 ✓An excessive use of water has been detected due to a possible leak at a Resident's  
26 property (greater than 20% of the proceeding quarter's bill).

27  
28 ✓Water use volume is over the previous 12-month average or the previous full billing  
29 period if no  
30 history exists.

31  
32 ✓The Town of Enfield requires the following application process in the event excessive  
33 usages have  
34 been identified.

35  
36 **Application Process**

37  
38 Account holders may apply for a sewer usage adjustment by fully completing a "Town of  
39 Enfield" Sewer Consumer Adjustment Form" and return to the Director of Finance, Town of  
40 Enfield. The Town of Enfield Director of Finance will review the sewer usage form, account,  
41 history and provided documentation. Approvals/Disapprovals will be determined within 30 days  
42 of receipt of completed form and documentation.

43  
44 A copy of the approval/denial by the Town of Enfield's Director of Finance will be mailed to the  
45 Account Holder. All adjustments must be approved by the Director of Finance or his/her  
46 designee. The Customer is responsible for payment until adjustment is processed. Late fees  
47 and penalties will be applicable until balance is paid and will not be credited back when/if  
48 approved.

52 The following items listed on the “Town of Enfield Sewer Consumer Adjustment Form” must be  
53 completed in their entirety or the Account Holder request will be denied:

- 54
- 55 1. Name of customer (and property owner if different)
  - 56 2. Phone number of customer (and property owner if different)
  - 57 3. Address of property where adjustment is requested
  - 58 4. If property is owner occupies or rental
  - 59 5. Date customer became aware of overbilling
  - 60 6. Explanation of why adjustment is being requested. If it is because of a water leak  
61 associated with the property, explanation should include: copies of repair invoices or  
62 receipts; letter of explanation of how the leak occurred; sketch of the exact location of  
63 the leak; photographs of the leaking pipe (if available).

64

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

71

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

- 75
- 76 • Leaking toilets and faucets
  - 77 • Leaking water softener
  - 78 • Leaking hot water heater
  - 79 • Faulty humidifier on furnace
  - 80 • Accidental water use
  - 81 • Any other plumbing inside or outside the house

82

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

86

### 87 **Sewer Charges Adjustment Policy**

88

89 If the leak is shown to not have entered the sewer system, the Account Holder has the following  
90 option for sewer adjustments.

91

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

100  
101

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

103  
104 Private swimming pools meeting the requirement of at least 24 inches deep, a surface area of at  
105 least 100 square feet, and a permanently equipped re-circulating system shall be eligible for a  
106 manual sewer adjustment. One adjustment for one bill per calendar year will be allowed  
107 (January 1 – December 31<sup>st</sup>). The sewer usage will be adjusted to the beginning and ending  
108 meter readings associated with filling the swimming pool.

109  
110 **C. UTILITY ACCOUNT CREDIT POLICY**

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

117  
118 **D. CHANGE IN USE**

119 If a property is converted from a non-residential use to a primarily single-family residential use,  
120 the base quarterly change may be adjusted to reflect the residential use.

121  
122 Revised July 5, 2022 – Town Council Motion #6302