Policy: 16-01

To: Shelburne Water Commission

From: Joe Colangelo, Town Manager

cc:

Date: January 4, 2016

Re: Town of Shelburne Water Bill Adjustment Policy

Effective: January 4, 2016

Purpose: To establish a policy regarding requests for water bill adjustments.

Procedure: Water bills are mailed quarterly in February, May, August and November and due 30 days after the bill date. Notices of the due dates are posted on the Town Web site and in the Shelburne News at least two weeks before each due date. Late fees are established by the Shelburne Water Commission, and currently include a one- time penalty charge of 8% and monthly interest charge of 1.5% applied to the past due principal. Late charges will not be waived for customers who indicate they did not receive the bill unless this was due to an error made by the Town.

Water usage is based on the number of gallons of water used as measured by the Water Department meter. If Water Department personnel are unable to access the water meter to obtain a reading, a card will be left for the property owner to enter the reading on and return to the Water Department office. If the card is not returned, the usage will be estimated for that quarter.

Requests for bill adjustments must be submitted in writing to the Town Manager and include a description of the circumstances that led to the request. The Town Manager has the authority to act on these requests. Decisions by the Town Manager can be appealed to the Shelburne Water Commission.

The Town has provisions for property owners to install a separate irrigation meter on their property that can be used for sprinkler systems and other applications where the water consumed does not enter the town sewer system. Installation of this meter is subject to requirements and specifications established by the Shelburne Water Department. The property owner will be responsible for the cost of the meter and installation.