

Policy: 21-01

To: Shelburne Selectboard

From: Lee Krohn, Town Manager

cc: **Chris Robinson, Wastewater Superintendent**
Peter Frankenburg, Finance Director

Date: April 27, 2021

Re: Town of Shelburne Wastewater Bill Adjustment Policy

Effective: April 27, 2021

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

Procedure: Wastewater 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 Town Web site and in the Shelburne news at least two weeks before each due date. Late fees are established by the Selectboard, and currently include a one-time penalty charge of 5% 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.

Wastewater usage is based on the number of gallons of water used as measured by the Water Department meter or estimated if not available. Sewer Credits will only be considered when the water consumed does not enter the sewer system. Whenever possible, the customer will provide the Town with beginning and ending meter readings for the Sewer Credit. When this cannot be measured such as with unexpected plumbing failures, the Sewer Credit will be calculated by comparing the usage in that quarter with usage over prior periods. Calculation of the Sewer Credit will be made by the Town in its sole discretion. Customers may appeal the Sewer Credit determination to the Selectboard. Sewer credits will not be given for watering existing established lawns and landscaping

Requests for bill adjustments must be submitted in writing to the Town Finance Office and include a description of the circumstances leading to the request. The Town Manager has the authority to act on these requests.

The Town has provision for property owners to install a separate irrigation meter on their property that can be used for sprinkler systems. 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.