

Town of Royalton
Sewer Adjustment Policy
Adopted 02/25/2014

Royalton, VT Town Clerk's Office
Received for record
February 26th A.D. *2014*
At 9 o'clock 00 minutes A M
and Recorded in Book 2010 Page 158
Attest: *Kenneth M. Benson*
Town Clerk

General Requirements

Any person requesting an adjustment of his or her sewer bill shall provide such a request in writing within 30 days from the due date of the bill. As described below, a form may be provided depending on the nature of the adjustment. Only requests from people who are customers of the service from which an adjustment is being sought shall be considered. Failure to request an adjustment within the afore-mentioned 30 days shall render the bill final and payable as indicated on the bill.

An adjustment request does not absolve the customer from having to pay the bill in question in timely manner and special charges may be assessed as is protocol for overdue bills.

Once the adjustment has been granted

- 1) If the bill has been paid in full, the adjustment shall be reflected as a credit on the next bill. No refunds shall be paid unless the customer will not own the property at the time of the next bill.
- 2) If the bill has not been paid in full or not paid at all, a revised bill shall be prepared and mailed to the customer.

Allowable Sewer Bill Adjustments

In general, requests for sewer bill adjustments shall be granted as it can be ascertained that an unusual event occurred whereby there was no discharge into the public sewer system or the authorized running of water for system maintenance. Specific situations which qualify for sewer adjustment are as follows:

1. Filling of swimming pool which is not drained in the public sewer ONLY if request is made and approved PRIOR to the filling of the pool (form to be provided and submitted with request.) Such approval must be obtained each year and a prior approval does not automatically carry over to subsequent years.
2. A broken water pipe where the water did not enter into the public sewer system.
3. Running of water to prevent freezing ONLY if authorization to do so is received from Royalton Wastewater Management prior to allowing it to run whereby there was no discharge into the public sewer system. Such authorization must be obtained each year and a prior authorization does not automatically carry over to subsequent years.

The amount of adjustment shall be for sewer service not used by the customer or as otherwise determined to reflect the amount not used. For specific situations described as above the amount of adjustment shall be as follows:

1. For the filling of the swimming pools-the volume of the pool or the metered usage at the discretion of the manager.
2. For the broken water pipe-the difference between the current bill and the average bill for the billing cycle for 3 years.

3. For the authorized running of water, the difference between the current bill and the average bill from 3 previous years when the water was not running.

Typical Unallowable Adjustment

- A. Vacancy ~~ad~~ for nonuse of a structure, either in whole or in part
- B. Outdoor use of water for car washing or lawn watering
- C. Unauthorized running of water to prevent freezing
- D. Pools filled prior to adjustment approvals
- E. Topping off swimming pools

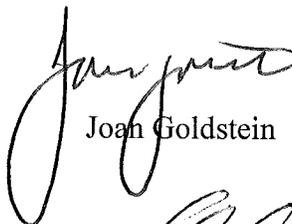
Appeals

- A. Any person aggrieved by a decision of the Royalton Selectboard regarding an adjustment may request a reconsideration of that decision to the Royalton Selectboard within the 30 days of notification of such decision. Failure to appeal the decision within the 30 days shall render the decision final and binding.
- B. All appeals shall be in writing addressed to the chair of the Selectboard and shall state the reason for the appeal.
- C. If the adjustment request and decision under appeal was never before the Selectboard, the Selectboard may choose to obtain a recommendation of Royalton Wastewater Management prior to rendering a decision on the appeal.
- D. Any person aggrieved by a decision of the Selectboard may avail him or herself by any remedy allowed by state statute.

Adopted 02/25/14

Royalton Selectboard


Larry Trotter Selectboard Chair


Joan Goldstein


Ernie Amsden Selectboard Vice-Chair


Phil Gates


Peggy Ainsworth Selectboard Clerk