

# NORWAY SEWER USE ORDINANCE

## APPENDIX B

### Norway Sewer User Abatement Policy

Abatement forms are available at the town office. The board of selectmen shall consider abatements and a written decision shall be issued within thirty days of the application. All abatement granted shall not allow the minimum rate charge to be reduced below the set minimum rate.

Abatement request applications must be received 'within 30 calendar days of the billing date of the disputed bill.

#### **Wastewater, which did not enter the sewer system**

Abatements of sewer use charges may be granted by the town of Norway upon application of a rate payer where the rate payer can demonstrate that a loss of water occurred due to no fault of the payer, his or her agents, or employees.

If in the opinion of the superintendent, the wastewater did not enter the collection system, and then the town will abate the difference between the current consumption value and the average of the last two year's consumption for the same period.

#### **Wastewater, which did enter the sewer system**

Abatements shall not be granted for water that enters the sewer system and is treated at the wastewater treatment plant.

The town recognizes that a high sewer bill resulting from an accidental, unpreventable water release can present financial hardship to a customer. While most water release is preventable, there are certain circumstances when an accidental water release cannot be reasonably prevented. If upon financial hardship the town may abate up to 50% of the consumption for water entering the sewer system.