

NORWAY SEWER USE ORDINANCE

Town of Norway



SEWER USE

ORDINANCE

DATE ADOPTED 4-18-2019

# NORWAY SEWER USE ORDINANCE

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## NORWAY SEWER USE ORDINANCE

### **PURPOSE, AUTHORITY:**

These rules set forth uniform requirements for Users of the System and enables the Town to comply with all applicable State and Federal laws, including the Clean Water Act (33 United States Code [U.S.C.] section 1251 et seq.) and the General Pretreatment Regulations (Title 40 of the *Code of Federal Regulations* [CFR] Part 403 and 06-096 CMR Chapter 528). The objectives of these rules are:

1. Prevent the introduction of pollutants to the System which would interfere with its operation;
  2. Prevent the introduction of pollutants to the System that will pass through, inadequately treated, into the receiving waters, or be otherwise incompatible with the System;
  3. Protect both the System personnel who may be affected by wastewater and sludge in the course of their employment, and the general public;
  4. Promote reuse and recycling of industrial wastewater and sludge from the System;
  5. Provide for fees for the equitable distribution of the cost of operation, maintenance, and improvement of the System; and
  6. Enable the Norway Wastewater Department to comply with its National Pollutant Discharge Elimination System permit conditions, sludge use and disposal, and any other Federal or State laws to which the System is subject.
- a. These rules shall apply to all Users of the System. The rules authorize the issuance of individual wastewater discharge permits; provides for monitoring, compliance, and enforcement activities; establishes administrative review procedures; requires User reporting; and provides for the setting of fees for the equitable distribution of costs resulting from the program established herein.
- b. The provisions of these Rules and Regulations shall apply to all Users of the System and govern the types of wastes and wastewaters prohibited from the System, the strength and pollutant concentrations of wastewaters allowed in the System, and control the quantity and characteristics of wastes and wastewaters received by the System.
- c. The costs associated with the operation of the Town's Wastewater Department are paid for by user charges. These charges are determined by the amount of water used and the number of dwelling units assigned to owner's property.

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### SCOPE AND INTENT:

**Sec. 1:** This Ordinance shall be known and may be cited as the “Town of Norway sewer use Ordinance” and will be referred to herein as “this Ordinance.”

**Sec. 2:** The purpose of this Ordinance is to promote the health, comfort, public convenience and general welfare of the citizens of the Town of Norway by eliminating existing pollution, preventing further pollution and controlling the sewerage system through regulations and restrictions. This Ordinance shall restrict and regulate the accumulation, transportation, treatment and disposal of sewage in such a manner that the creation of any sewerage system, whether public or private, industrial or residential, shall not result in pollution, health hazards or other nuisances for the citizens of the Town of Norway.

**Sec.3:** This Ordinance contains the rules and regulations adopted by Municipal Officers to govern the Norway wastewater department under the authority granted in Title 30-A, M.R.S.A. 5410-5415, 3401-3409, 3421-3428 and 3442-3445as amended; and in all other applicable state statutes. The Select Board, being the Municipal officers of the Town of Norway, shall have the authority granted under these provisions to administer, enforce, amend or repeal this Ordinance, or any clause or provision thereof: as may be necessary or desirable, in the judgment of the Select Board, for the efficient operation of any sewerage system.

**Sec.4:** This Ordinance shall completely supersede all other sewer ordinances enacted by the town of Norway prior to the date of the enactment of this ordinance, which other ordinances are hereby repealed, except as otherwise noted herein. Hereafter any person owning any building or structure within the town of Norway which is the source of sewage or industrial waste or who proposes to erect such building or structure shall conform to the requirements of this ordinance.

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## DEFINITIONS

Unless the context specifically indicates otherwise, the meaning of terms used in this Ordinance shall be as follows (Shall is mandatory; May is permissive):

**Abandonment of Service:** No person shall dismantle or move any building having a service entrance into a public sewer without first notifying the Department. Before the building is dismantled or moved, the entrance of the sewer service into such building shall be sealed with a watertight plug or rubber cap. The seal shall be installed under the supervision of the Department. If the building sewer is determined to be unserviceable by the Department, the owner shall, at his own expense, remove such service and seal the opening at the public sewer.

**BOD:** (Biochemical Oxygen Demand) shall mean the quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory procedure in five (5) days at 20 degrees Celsius, expressed in milligrams per liter.

**Select Board:** The duly elected Select Board of the Town of Norway.

**Building:** Any structure arranged, designed, intended or used for the shelter, housing or enclosure of persons, animals, processes, equipment or property of any kind.

**Building Drain:** That part of the lowest horizontal piping of a drainage system that receives the discharge from soil, waste and other drainage pipes inside walls of the building and conveys it to the building sewer. The building drain extends eight (8) feet outside the inner face of the building wall.

**Building Sewer or Building Connection:** The extension from the building drain to the public sewer or other place of disposal

**Change of Use:** The changes from an existing use to another use, including without limitation, the addition of a new use to an existing use.

**Combined Sewer:** A sewer intended to receive both wastewater and storm or surface water.

**DEP:** The Maine Department of Environmental Protection.

**EPA:** United States Environmental Protection Agency.

**Easement:** Acquired legal right for the specific use of land owned by others.

**Floatable Oil:** Oil, fat or grease in a physical states such that it will separate by gravity from wastewater by treatment in an approved pretreatment facility. Wastewater shall be

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considered free of floating oil if it is properly pretreated and the wastewater does not interfere with the collection system

**MEPDES:** Maine Pollution Discharge Elimination System or permit issued by the State of Maine for discharges from a wastewater treatment facility.

**Superintendent:** The department head of the Town of Norway Wastewater Department, having general supervisory authority over the operation of the Towns wastewater facilities.

**Sewage:** A combination of the water-carried wastes from residences, business buildings, Institutions, and industrial establishments.

**Sewage Works:** Facilities for collecting, pumping, treating, and disposing of sewage.

**Sewer:** A pipe or conduit for carrying sewage.

**Sewer Extension:** Any addition to the public sewers of the Town of Norway whether located in a public way or on private property and whether constructed at public or private expense. Provided that the term "sewer extension" shall not include building sewers and connections governed.

**Slug:** Any discharge of water, sewage, or industrial waste which, in concentration of any given constituent or in quantity of flow, exceeds for any period of duration longer than fifteen (15) minutes more than two (2) times the average twenty-four (24) hour concentration of flows during normal operation.

**Storm Drain or 'Storm Sewer:** A sewer, which carries storm and surface waters and drainage, exclusive of sewage and industrial wastes other than, unpolluted cooling water.

**Suspended Solids:** Solids that either float on the surface of, or are in suspension in water, sewage, or other liquids, which are removable by laboratory filtering as prescribed in "Standard Methods for the Examination of Waste and Wastewater" published by the American Public Health Association and referred to as non-filterable residue.

**Town:** Town of Norway, County of Oxford, State of Maine.

**Watercourse:** A channel in which a flow of water occurs, either continuously or intermittently.

**Town of Norway Wastewater Facility's:** The arrangement of devices and structures used for treating sewage and sludge.

**Wastewater:** Liquid and water-carried industrial wastes and sewage from residential dwellings, commercial buildings, industrial and manufacturing facilities, and institutions, whether treated or untreated, which are contributed to the POTW.

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**Owner:** The person or persons, natural or corporate, in whom for the time being title is vested in real property situated in the town.

**POTW:** (Publicly Owned Treatment Works) ("Facility") - The treatment works, as defined by This definition includes any devices and systems used in the storage, treatment, recycling, disposal, and reclamation of wastewater and sewage consisting of domestic, commercial, municipal, and industrial wastes of a liquid nature. It also includes those sewers, pipes, pump stations, and other conveyances which convey wastewater to the Facility. For the purposes of these Rules and Regulations, POTW shall also include any sewers that convey wastewaters to the treatment works from Persons who are, by permit, contract, or agreement with the Town, Users of the Facility.

**Person:** Any individual, firm, company, association, society, corporation or group.

**PH:** The logarithm of the reciprocal of the weight of hydrogen ions in grams per liter of solution.

**Public Sewer:** common sewer in which all owners of abutting properties have equal rights and are controlled by public authority. The term "public sewer" shall include the Town of Norway Wastewater Treatment Plant and Public Sewer System.

**Pollutant:** shall include but is not limited to dredged spoil, solid waste, junk, sewage sludge, munitions, chemicals, biological or radiological materials, oil, petroleum products or by-products, heat, wrecked or discarded equipment; rock, sand, dirt', and industrial, municipal, domestic, commercial, or agricultural waste of any kind.

**Pass Through:** The discharge of pollutants through the Facility into Waters of the State in quantities or concentrations which, alone or in conjunction with a discharge or discharges from other sources, is a cause of violation of any requirement of the Town's MEPDES Permit (including an increase in the magnitude or duration of a violation).

**Residential User:** All premises used only for human residency which are connected to the wastewater facilities. Residential users include, but are not limited to single family residences, apartments, townhouses, condominiums, and trailers.

**Sanitary Wastewater:** Wastewater discharged from the sanitary conveniences of dwellings, office buildings, industrial plants or institutions.

**Garbage Properly Shredded:** For food preparation, cooking and dispensing of foods, grinders are prohibited for the commercial users.

**Industrial Waste:** The liquid waste from industrial manufacturing processes, trade, or business as distinct from sanitary sewage.

**User:** Any Domestic Source, or Industrial User which discharges wastewater to the Town of Norway's wastewater system.

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### USE OF PUBLIC SEWERS REQUIRED

**Sec. 1:** It shall be unlawful for any person to place, deposit, or permit to be deposited in any unsanitary manner on public or private property within the Town of Norway or in any area under the jurisdiction of said Town, any human or animal excrement, garbage, or other waste constituting a hazard to health. Exceptions may be granted by the Select board to owner or lessee acting in the normal course of farm or garden operations.

**Sec. 2:** It shall be unlawful for any person to discharge to any natural outlet in any area under the jurisdiction of the Town of Norway any sewage or other polluted water, except where suitable treatment has been provided in accordance with this Ordinance and/or any other applicable laws, rules or regulations.

**Sec. 3:** It shall be unlawful for any person to construct or use any privy, privy vault, septic tank, cesspool or other facility intended or used for the disposal of sewage, if at the time such person is required by Section 4 of this Article to connect toilet facilities in or on his property with a public sanitary sewer.

**Sec. 4:** Every building intended for human habitation, occupancy, employment, recreation or any other purpose situated within the Town of Norway shall be provided with suitable and sufficient sanitary facilities for the use of the occupants thereof. Said facilities in character, number and method of installation shall comply with all applicable laws rules and regulations including, but not limited to ordinances of the Town, health laws of the State of Maine and rules and regulations of the State Bureau of Health so far as the same are compatible and not inconsistent. In the event any such laws, rules, and regulations are inconsistent, the stricter provision (s) shall apply.

**Sec. 5:** The owner of any house, building or other structures used for human occupancy employment, recreation or other purpose, which is situated within the Town of Norway and on land that has frontage abutting street, alley or right-of-way containing a public sanitary sewer of the Town provided any part of the foundation thereof is within two hundred (200) feet of such public sanitary sewer, or is otherwise required by the State Plumbing Code for the State of Maine to do so, is hereby required at the property owner's own expense to connect the suitable sanitary facilities as described in Section 4 above, directly with such public sanitary sewer in accordance with this Ordinance within ninety (90) days after date of official notice to do so. The requirement set forth in this section shall be subject to the availability of sewer capacity as determined by the Sewer Superintendent, or Select board, as the case may be according to the terms of this Ordinance.



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### **Maintenance and Repair of Building Sewer Connection:**

**Sec. 1:** No unauthorized person shall uncover, make any connections with or opening into, use, alter, or disturb any public sewer or appurtenance thereof without first obtaining a written permit from the Superintendent. Any person proposing a new discharge into the system or a substantial change in The volume or character of pollutants that are being discharged into the system shall notify the Superintendent at least thirty days (30) days prior to the proposed change or connection and shall comply with Maine Revised Statutes Annotated, Title 38, Chapter 3. Subchapter I, Subsection 361, as amended.

**Sec. 2:** There shall be two (2) classes of building sewer permits: (a) for residential and commercial service, and (b) for service to establishments producing industrial wastes. In either case, the owner or his agent shall make application on a special form finished by the Superintendent. The permit application shall be supplemented by any plans, specifications, or other information considered pertinent in the judgment of the Superintendent. A permit and inspection fee for residential or commercial building sewer permit shall be paid to the town at the time the application is filed.

**Sec 3.** Whenever any service to any building or premise becomes clogged, broken, out of order, or in any condition detrimental to the use of the sewer service, the owner, agent or occupant having charge of such building or premises shall be held responsible for the immediate renewal or repair of the sewer service necessary to maintain an uninterrupted sanitary disposal system. The owner, agent or occupant is responsible for all expense for the renewal or repair of the sewer service from the sewer main to the building foundation. The owner shall indemnify the town from any loss or damage that may directly or indirectly be occasioned by the installation of the building sewer.

**Sec. 4:** A separate and independent building sewer shall be provided for every building requiring a sewer connection, except that where one building stands at the rear of another on an interior lot and no private sewer is available or can be constructed to the rear building through an adjoining alley, court yard, or driveway, the building sewer from the front building may be extended to the rear building and the whole considered as one building sewer. A deed restriction shall be placed on both properties stating that they have joint ownership in the sewer connection and will maintain it jointly; and the owners of both properties shall be jointly and severally liable for any cost or expense of installation and connection.

**Sec. 5:** Old building sewers may be used in connection with new buildings only when they are found, on examination and test by the Superintendent, to meet all requirements of this Ordinance. The owner shall pay for all cost for examination and testing.

**Sec. 6:** The size, slope, alignment, materials of construction of a building sewer, and the methods to, be used in excavating, placing the pipe, jointing, testing, and backfilling the trench, shall all conform to the requirements of the buildings and plumbing code or other applicable rules and construction standard specification of the Town.

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**Sec. 7:** Whenever possible, the building sewer shall be brought from the building at an elevation above the basement floor. In all buildings in which any building drain is too low to permit gravity flow to the public sewer, sanitary sewage carried by such building drain shall be lifted by an approved means and discharged to the building sewer.

**Sec. 8:** No person shall connect any roof downspout, exterior foundation drain, area drain, sump pump or other source of surface runoff or groundwater to a building sewer or building drain which in turn is connected directly or indirectly to Norway sanitary sewer system unless such connection is approved by the Superintendent for purposes of disposal of polluted surface drainage.

**Sec. 9:** The connection of the building sewer into the public sewer shall conform to the requirements of the building and plumbing code or construction standard specification rules and regulations of the Town of Norway. The connection of the building sewer into the public sewer shall be made at the curb if provided or at the "Y" branch if such branch is available at a suitable location. On direction of superintendent, where no "Y" branch is available, a neat hole shall be cut, by machine, into the public sewer to receive the building sewer, with entry in the downstream direction at an angle of forty-five (45) degrees with an approved saddle or clamp-type fitting. Such connection shall be completely watertight at the location specified by the Superintendent or his Designee ('The Inspector') and shall be completed under the supervision and in the presence of the Inspector, and as directed by and to the satisfaction of the Inspector.

**Sec. 10:** The applicant for the building sewer permit shall notify the Superintendent twenty-four (24) hours before the building sewer is ready for inspection and connection to the public sewer. All inspections shall be performed during regular working hours. Any inspections requested after the regular working hours or on weekends will be assessed an additional inspection fee of one and one-half (1.5) times the Inspector's normal rate and any other fees that may apply.

**Sec. 11:** All excavation for building sewer installation shall be adequately guarded with barricades and lights so as to protect the public from hazards. Streets, sidewalks, parkways, and/or other public property disturbed in the course of the work shall be restored in a manner satisfactory to the Town.

**Sec. 12:** When any building or other structure previously served by a connection to any public sewer or drain is demolished, destroyed abandoned or altered so that any drain or portion of an abandoned plumbing system which is directly or indirectly connected to any public sewer drain is no longer used and is not connected to the drainage system of the building or structure, the open end of such which discharged, directly into a public sewer or drain shall be promptly closed and sealed to the satisfaction of the Superintendent, so that no water or wastes not otherwise permitted to enter the public sewer or drain shall be discharge therein. The Superintendent shall be notified of such abandonment or discontinuance, and of the closing and sealing of such drain.

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## USE OF PUBLIC SEWERS

**Sec. 1:** No person shall discharge or cause to be discharged any storm water, surface waters, groundwater, roof runoff, subsurface drainage, uncontaminated cooling water, or unpolluted commercial or industrial process waters to any public sanitary sewer.

**Sec. 2:** Storm water and all other unpolluted drainage shall be discharged to such sewers as are specifically designated as storm water sewers, or to a natural outlet approved by the Maine DEP and the Superintendent. Industrial cooling water or unpolluted process water may be discharged, on approval of the Maine DEP and the Superintendent, to a storm sewer or natural outlet.

**Sec. 3:** No person shall discharge or cause to be discharged the following described substances, materials, water, or waste if it appears likely in the opinion of the Superintendent that such waste may harm the sewers, sewage treatment process, or equipment, have an adverse effect on the receiving streams, or may otherwise endanger life, limb, public property, or constitute a nuisance. In forming an opinion as to the acceptability of these wastes, the Superintendent shall consider such factors as the quantities of subject waste in relation to flows and velocities in the sewers, materials of construction of the sewers, nature of sewage treatment process, capacity of the wastewater treatment plant, degree of treat, ability of waste in the wastewater treatment plant, and other relevant factors.

**Sec. 4:** No person shall discharge or cause to be discharged any of the following described waters or waste to any public sewer.

(a) Any gasoline, benzene, naphtha, fuel, oil, or other flammable or explosive liquid, solid, or gas, or any other pollutants which create a fire or explosive hazard in the POTW, including, but not limited to, waste streams with a closed-cup flashpoint of less than 140 degrees F (60 degrees C) using the test methods specified in 40 CFR 261.21

(b) Any wastewater containing toxic objectionable pollutants in sufficient quantity or concentration, either singly or by interaction with other pollutants, to injure or interfere with any wastewater treatment process, to constitute a hazard to humans or animals, to create a toxic effect in the receiving waters of the Facility, or to exceed the limitations set forth in a National Categorical Pretreatment Standard found in 40 CFR Chapter I, Subchapter N, Parts 405-471, or an Industrial Discharge Permit issued pursuant to these Rules and Regulations A toxic pollutant shall include, but not be limited to, any pollutant identified pursuant to Section 307(a) of the Act and as listed at 40 C F R Part 403, Also prohibited are any wastewaters which may cause corrosive structural damage to the Facility including, but not limited to the following characteristics: All wastewaters with a pH lower than 5.0 or greater than 10.3 \*\*

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\*\* The Town may authorize discharge of wastes with a pH greater than 10.3 provided that the caustic (hydroxide) alkalinity of the sample does not exceed 1000 mg/l. No wastewater with a pH equal to or greater than 12.5 will be authorized for discharge as it is considered hazardous waste.

(c) Any wastes or wastewaters having solid or viscous material which could cause an obstruction to flow in the Facility or in any way could interfere with the treatment process, including as examples of such materials, but without limiting the generality of the foregoing, significant proportions of ashes, wax, paraffin, cinders, sand, mud, straw, shavings, metal, glass, rags, lint, feathers, tars, plastics, wood and sawdust, hair and fleshings, entrails, lime slurries, beer and distillery slops, grain processing wastes, grinding compounds, acetylene generation sludge, chemical residues, acid residues, food processing bulk solids, snow, ice, and whole or ground seafood shells, whole blood, unground garbage, paper dishes, cups, whole or ground milk containers, and all other solid objects, material, refuse, and debris not normally contained in sanitary sewage.

(d) Any waste which, either singly or by interaction with other wastes may result in the presence of noxious or malodorous liquids, gases, vapors, fumes or solids, or other wastewater which, either singly or by interaction with other wastes, are sufficient to create a public nuisance or a hazard to life, or to prevent entry into the sewers for maintenance or repair.

(e) Any substance which may cause the Facility's effluent or any other product of the Facility such as biosolids, sludge's, or scums, to be unsuitable for disposal in a permitted landfill or for reclamation and reuse, or to interfere with the reclamation and reuse process. In no case shall a substance discharged to the Facility cause the Facility to be in noncompliance with sludge use or disposal criteria, guidelines, or regulations developed under Section 405 of the Act; or with any criteria, guidelines, or regulations affecting sludge use or disposal developed pursuant to the Solid Waste Disposal Act, the Clean Air Act, or Maine DEP "Rules for Land Application of Sludge and Residuals" - MRSA Title 38, Section 1304, Chapter 419.

(f) Any pollutants, including oxygen demanding pollutants (BOD, etc.) released in a discharge at a flow rate and/or pollutant concentration which, either singly or by interaction with other pollutants, will cause Interference to the Facility or Pass Through to the Waters of the State.

(g) Any wastewater load (slug) having a flow rate or containing concentrations or quantities of pollutants that exceed for any time period longer than fifteen (15) minutes more than five (5) times the average twenty-four (24) hour concentration, quantities, or flow during normal operation.

(h) Any wastewaters with objectionable color not removed in the treatment process, such as, but not limited to, dye wastes and vegetable tanning solutions.

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- (I) Wastewater has a temperature greater than 140 degrees F (60 degrees C), or which will inhibit biological activity or cause damage in the Facility resulting in interference, but in no case wastewater which causes the temperature at the introduction into the treatment plant to exceed 40 degrees Centigrade (104 degrees Fahrenheit).
- (j) Any wastewater containing any radioactive wastes or isotopes with such half-life or concentration as may exceed limits necessary to comply with applicable state or federal regulation.
- (k) Any sludge's or deposited solids resulting from an industrial pretreatment process.
- (L) Any petroleum oil, non-biodegradable cutting oil or products of mineral oil origin in amounts that will cause Interference or Pass Through.
- (m) Any pollutants which result in the presence of toxic gases, vapors, or fumes within the wastewater plant in a quantity that may cause acute worker health and safety problems.
- (n) Any medical wastes, except as specifically authorized by the Town in an individual wastewater discharge permit.
- (o) Any wastewater causing, alone or in conjunction with other sources, the treatment plant's effluent to fail toxicity test.
- (p) Any detergents, surface-active agents, or other substances which that might cause excessive foaming in the Wastewater plant.
- (q) Any trucked or hauled pollutants, the facility is not permitted to accept transported wastes.
- (r) Any pollutants, substances, or wastewater prohibited by this Section shall not be processed or stored in such a manner that they could be discharged to the sewer system.

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### FATS, OILS, AND GREASE PROGRAM

#### **Authority:**

The Town of Norway Wastewater Department Rules and Regulations for Use of the Sewer System, the following rules are addressing the Towns Fats, Oils, and Grease Program. Town staff has right of entry for inspection and sampling.

#### **Purpose:**

The intent of this policy is to establish transparent design standards and procedures in order to regulate Food Service Establishments relative to wastewater discharges containing animal based fats, oils, and greases. The Town of Norway's goal with this program is to prevent excessive introduction of oil and grease into the sewer system and wastewater treatment plant. Oil and Grease have the potential for creating sanitary sewer overflows, hazardous conditions in the collection system, treatment plant inhibitions, increased treatment cost, fines and other cost for the Town.

#### **Definitions:**

**25% Rule** - The "25 Percent Rule" is a benchmark for interceptor servicing when the interceptor is 25% filled with fats, oils, greases and solids.

**Additives** - Include but are not limited to products that contain solvents, emulsifiers, surfactants, caustics, acids, and enzymes.

**Automatic Grease Recovery Unit (AGRU)** - An electro-mechanical grease control device that separates and removes FOG and solid particles from the wastewater stream prior to discharging to the sewerage system. The AGRU is typically installed immediately downstream from a plumbing fixture's point of discharge. Dishwashers cannot be plumbed into these devices.

**Best Management Practices (BMP's)** - Schedules of activities, prohibitions of practices, maintenance procedures and other management practices to prevent or reduce the introduction of FOG to the sewerage system.

**Flow Control** - device, either internal or external to grease control equipment, which controls the influent flow rate and must be present on the inlet side for equipment to work properly. Also referred to as a reducer.

**F.O.G.** - shall mean fats, wax, grease and oils (other than petroleum-based materials).

**Food Service Establishment (Food Service Establishment)** - Any establishment, business, facility or user engaged in preparing, serving or making food available for consumption. Single family residences are not a Food Service Establishment.

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**Grease (Brown)** - Fats, oils and grease that is discharged to the grease control equipment, or is from kitchen or food prep wastewater.

**Grease (Yellow)** - Fats, oils and grease that has not been in contact or contaminated from other sources (water, wastewater, solid waste, etc.) and can be recycled.

**Grease Control Equipment (GCE)** - Devices for separating and retaining Food Service Establishment's wastewater FOG prior to entering the Town of Norway's sewer system. The grease control equipment is constructed to separate and trap or hold fats, oils and grease substances from entering the sewer system. Grease control equipment should only receive kitchen wastewater. Devices include grease interceptors or other devices approved by the Wastewater Department.

**Grease Interceptor (GI)** – the grease control equipment identified as a large multi-compartment tank, usually 1,000 gallon to 2,000 gallon capacity with proper venting, inlet and outlet T's, and other necessary components, that provides FOG control for a Food Service Establishments. Only sinks, floor drains, and other waste lines from kitchen drainage shall be plumbed to the grease interceptor. No sanitary wastewater line should be connected to the grease interceptor. Grease interceptors will be located exterior to the Food Service Establishment. Any GI must be certified by the Plumbing inspector and Wastewater Department.

**Interference** – a discharge that, alone, or in conjunction with a discharge, or discharges, from other sources, both inhibits, or disrupts, the publicly owned treatment works, it's treatment processes or operations, or sludge process, use, or disposal, and is a cause of a violation of any requirement of the Town of Norway's waste discharge license (MEPDES).

**Uniform Plumbing Code** – A model code developed by the International Association of Plumbing and Mechanical Officials to govern the installation and inspection of plumbing systems as a means of promoting the public's health, safety and welfare. The Town of Norway enforces the Uniform Plumbing Code.

### **General Requirements:**

All Food Service Establishments must have grease-handling equipment that work and are maintained. Establishments whose grease-handling facilities or methods are not adequately maintained to prevent floatable oils, fat or grease from entering the sewerage system shall be notified in writing of any noncompliance. (For example, a collapsed or deteriorated baffle wall, leaks, infiltration and inflow, improperly located components, and any other deficiencies that will prevent the grease interceptor from working properly.)

Regularly scheduled maintenance of grease-handling facilities and equipment is required to ensure adequate operation. All grease interceptors must be cleaned, maintained and repaired as needed. All grease interceptors must be pumped out completely. Outside

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interceptors should be pumped quarterly and small under the sink grease interceptors should be pumped monthly or more frequently based on size and grease production.

All Food Service Establishments grease-handling facilities shall be subject to review, evaluation, and inspection by Wastewater Department staff during normal working hours. Results of inspections will be made available to facility owner, leaseholder or operator. Wastewater Department staff may lend assistance and make recommendations for correction and improvement.

Food Service Establishments whose operations cause or allow excessive grease to discharge or accumulate in the Town of Norway's collection system may be liable for costs related to line blockages, line cleanings, and line and pump repairs, etc. including all labor, materials, and equipment.

The introduction of emulsifying agents such as chemicals, solvents or enzymes directly or indirectly into the grease interceptor, other than what is considered typical business operational practices such as dishwashing or sanitation, is strictly prohibited. By approval from the Superintendent of Wastewater Department, products which reduce Fats, Oil and Grease (FOG), such as bacteria, may be used in addition to the regular grease interceptor maintenance program, but will not be a consideration in determining grease interceptor sizing or maintenance frequency.

The user must maintain a file on site of the records and other documents pertaining to the facility's grease interceptor. The file contents shall include, but is not limited to, record of inspections, log of pumping activities and receipts, log of maintenance activities, hauler information, and disposal information. The file must be available at all times for inspection and review. Records must be maintained for a period of three (3) years.

### **Compliance:**

#### **New or Remodeled Food Service Establishments:**

Food Service Establishments may be allowed to continue current operations without significant modifications until such time as:

- (1) Significant remodeling is performed at the Food Service Establishment facility, and/or
- (2) Change in ownership, and/or
- (3) The facility's existing grease control equipment is deemed to be of substandard size and/or design, and/or
- (4) The Food Service Establishment is shown to be the cause of a FOG blockage in the Town of Norway's sewer collection system and/or
- (5) Food Service Establishment has a change of operation that will increase the quantity and/or frequency of FOG discharge and/or



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(6) Any other reason deemed by Town of Norway as appropriate for significant modifications including improperly installed equipment, equipment with missing flow controls, or non-functioning equipment

New construction of Food Service Establishments shall conform to the Uniform Plumbing Code enforced by the Town of Norway and have separate sanitary (restroom) and kitchen process lines. The kitchen process lines shall be plumbed to grease control equipment. Kitchen process lines and sanitary lines may combine prior to entering the public sewer; however the lines cannot be combined until after the grease control equipment. Sanitary wastewater, or black water, cannot be connected to grease control equipment.

**Minimum** acceptable size of grease control equipment for each Food Service Establishment classification will be as follows:

**Class 1** - Ice Cream shops, Coffee Shops, Beverage Bars (non-alcoholic and alcoholic), Bagel Shops – engaged in the sale of cold-cut and microwaved sandwiches with no frying or grilling on site – **25 gallons per minute Automated Grease Removal Unit or approved alternative.**

**Class 2** - Limited-Service Restaurants, Caterers, and other Grocery (except Convenience) Stores that engage in the on-site preparation of food, and both Convenience Stores and Gasoline Stations with Convenience Stores that engage in the on-site preparation of food – **25 gallons per minute Automated Grease Removal Unit or approved alternative**

**Class 3** – full-service restaurant – **1,000-gallons GI, Automatic Grease Removal Unit or approved alternative**

**Class 4** – Buffet and Cafeteria Facilities – **1,000-gallon GI, Automatic Grease Removal Unit or approved alternative**

**Class 5** - Schools, Hospitals, Supermarkets, etc. that engage in the on-site preparation of food - **2,000 gallon GI, Automatic Grease Removal Unit or approved alternative.**

**Monthly or Quarterly service agreement for maintenance and full pump out is required based on capacity of grease control equipment and expected grease output. Records must be kept on site for a minimum of three years and will be inspected periodically by the Town of Norway Wastewater Department.**

**Variance:**

Automatic Grease Control Unit

At the discretion of the Wastewater Department, in some instances where an AGRU is required, a Food Service Establishment may request a variance in lieu of the required installation where limited grease production is expected and a grease control plan which

## NORWAY SEWER USE ORDINANCE

includes alternative equipment, best management practices, maintenance agreements, or other grease control measures.

### 1,000 Gallon Grease Interceptor:

At the discretion of the Town of Norway, in some instances where a minimum 1,000-gallon capacity or equivalent grease interceptor is required, a Food Service Establishment may request a variance in lieu of the required installation of a 1,000-gallon capacity or equivalent grease interceptor where unusual circumstances, such as space constraints or in the interest of historical preservation, would render an otherwise typical grease interceptor installation impractical or unreasonable. A variance may be granted provided that there is a grease control plan which includes alternative equipment, best management practices, maintenance agreements, or other grease control measures.

Any variance request must be approved by the Town of Norway. Final specifications for the capacity and type of all new grease control equipment for any given Food Service Establishment kitchen equipment / plumbing fixture configuration must be approved by Town of Norway prior to installation.

### **Grease Control Equipment Specifications:**

- (a) Grease Control Equipment must remove fats, oils, and grease to a level at or below that which is required by Town of Norway Sewer Use Ordinance Prohibited Wastes.
- (b) Grease Control Equipment must meet requirements found in Uniform Plumbing Code Chapter 10, section 1014.1, 1014.1.1, and 1014.1.2.
- (c) New or replacement grease interceptor installations shall be of the Automatic Grease Recovery Unit (AGRU) type unless a variance is approved.
- (d) Grease Interceptors must be located so as to be readily accessible for cleaning, maintenance and inspections. They should be located exterior to the FOG point of discharge and / or in a location approved by the Town of Norway. In the event that the GI will be located in the right-of-way, a license agreement must be obtained prior to the installation from the Town of Norway.
- (e) Grease interceptors must be protected against siphonage, back-pressure, and air circulation throughout all parts of the drainage system by means of a vent pipe installed in accordance to Chapter 10, Section 1014.0 of the Uniform Plumbing Code enforced by the Town of Norway.
- (F) 1,000-gallon grease interceptor specifications can be found at the Wastewater Department.

## NORWAY SEWER USE ORDINANCE

### **Restrictions and Prohibitions:**

- (a) Sink water temperatures will not exceed 140 degrees Fahrenheit if discharged into a grease interceptor or AGRU.
- (b) Dishwashers are not allowed to be discharged through an internal grease interceptor, without prior approval of the enforcement authorities.
- (c) Food Grinders are prohibited for the commercial user.
- (d) The use of emulsifying agents such as solvents, acids and caustics, and other toxic and or hazardous chemicals, and petroleum products known to have uses as a declogger or degreaser is prohibited. Biological enzymes are prohibited unless approved by the Wastewater Department.

### **Maintenance:**

#### Automatic Grease Control Unit or Passive Grease Interceptor

- (a) The owner and/or operator of an establishment subject to these regulations shall check the grease storage container and empty collected grease into a leak proof container for storage prior to disposal daily. For passive grease interceptors, the lid should be removed daily for inspection and removal of collected FOG.
- (b) The owner and/or operator of an establishment subject to these regulations shall open and inspect all Automatic Grease Control Units or passive grease interceptors on a weekly basis, at minimum.
- (c) Passive interceptors shall be completely cleaned out as needed, but at minimum of once per month. Passive interceptors may need to be cleaned out more frequently based on grease production and capacity.
- (d) The AGRU shall be completely cleaned out as needed, but at minimum on a quarterly basis. Inlet/outlet pipes and baffles shall be inspected, and maintained free of all caked on FOG and residual waste.
- (e) The maintenance provider shall provide written documentation to the establishment on the services provided, date, quantity of material removed, and disposal facility. The owner or operator shall maintain this documentation on site and have it available for inspections.

### **Grease Interceptor:**

The owner and/or operator of an establishment subject to these regulations shall open and inspect all Grease Interceptors on a monthly basis. Cleanouts shall be scheduled based on the 25 % rule, or at minimum once every three months, whichever is more frequent. Partial pump of interceptor contents or on-site pump & treatment of interceptor contents will not be allowed due to reintroduction of fats, oils and grease to the interceptor and pursuant to the Code Federal Regulation (CFR) § 403.5 (b) (8).

## NORWAY SEWER USE ORDINANCE

The unit shall be maintained in an efficient operating condition at all times. Cleanouts shall be performed by a licensed hauler and shall include the complete removal of all the contents and cleaning of the unit. The hauler shall provide written documentation to the establishment on the services provided, date, quantity of material removed, and disposal facility. The owner or operator shall maintain this documentation on site and have it available for inspections.

### **Waste Fats, Oils, & Grease Storage and Removal:**

Waste grease and oil shall not be disposed of in the sanitary sewer. All waste fats, oil and grease must be collected in an appropriate container provided by a waste management vendor, and stored in an accessible but secure location on the premises. The container must be stored on an impervious surface such as concrete or pavement. Efforts should be made to prevent any spilled liquid from entering into any nearby drains. Containers must be capable of being sealed to prevent entry of precipitation, or stored in a sheltered area. During storage, all grease containers and surrounding areas shall be maintained in a clean and sanitary condition at all times.

### **Record Keeping:**

All Food Service Establishments are required to have grease control equipment installed, maintained and operating properly at all times and maintain records of cleaning and disposal of FOG.

A record of all servicing of the grease interceptor shall be kept on file at the Food Service Establishment and shall be accessible during normal business hours. Such records shall include the dates, quantities pumped, condition, any repairs and the identity of the person or business that conducted the service. The Town of Norway may require such records to be submitted directly to the Wastewater Department, or to the Town of Norway annually with a business license renewal. The Food Service Establishment shall maintain grease control equipment maintenance records for three (3) years.

### **Enforcement:**

Enforcement action against the Food Service Establishment may be taken for various reasons including but not limited to: failure to clean or pump out grease control equipment; failure to maintain grease control equipment including inspection and installation of properly functioning effluent- Tee and baffles; failure to install grease control equipment; failure to control FOG discharge from the Food Service Establishment; contributing to a sewer line blockage or obstruction; contributing to a Sanitary Sewer Overflow; or use of additives.

### ***Enforcement action and penalties for Food Service Establishment's that are not in compliance with the Fats, Oils and Grease Management Policy are as follows:***

Fats, Oils and Grease blockage in sewer line caused by a Food Service Establishment:

1. Any establishment failing to comply with or violating any provision of this article shall be served by the public service authority with written notice stating the nature of the

## NORWAY SEWER USE ORDINANCE

failure or violation and providing a reasonable time limit for the satisfactory correction thereof. Such person shall, within the period of time stated in such notice, permanently cease or correct all such failures or violations.

2. Any establishment which causes a blockage in a sewer line. The establishment will be required to provide records of maintenance of grease control equipment, implement best management practices, and may be required to upgrade grease control equipment to prevent a future blockage.

3. Any person who shall continue any failure or violation beyond the time limit required for compliance in any notice given pursuant to this section shall be guilty of an offense. Any person violating any of the provisions of this article shall be liable to the Town and shall be assessed a civil penalty of a minimum of one thousand dollars (\$1,000.00) per day for each violation.

### **Food Service Establishment failure to maintain grease control equipment after Notification:**

1. Whenever it is determined that the frequency of pumping of a grease interceptor is inadequate, the Town of Norway shall notify the establishment as being in non-compliance with the Fats, Oils, and Grease Program. If initial contact with the establishment is unsuccessful, a second attempt will be made within three days.

2. If no contact can be made, the intent of the department to have the grease interceptor pumped at a specified date, generally ten (10) working days from the notice (if not pumped by the Food Service Establishment prior to the specified date) will be made through Certified Letter.

3. Whenever the grease interceptor is pumped by the Department or its contractor, the customer shall be charged twice the actual cost of pump-age. Charges shall be added to the customer's regular bill for sewer service or may be billed separately.

### **PROTECTION FROM DAMAGE**

No person shall maliciously, willfully, or negligently break, damage, destroy, uncover, deface, or tamper with any structure, appurtenances, or equipment which is a part of the Town of Norway Wastewater. Any person violating this provision shall be subject to immediate arrest under charge of criminal mischief as set forth in Maine Revised Statutes Annotated, Title 17-A, Chapter 33. Subsection 806 as amended as well as be subject to civil liability for reasonable costs to repair or replace the damaged structure or equipment including, without limitation, the Town's reasonable costs and attorney's fees.

## NORWAY SEWER USE ORDINANCE

### POWER AND AUTHORITY OF INSPECTORS

**1:** The Superintendent, and other duly authorized representatives of the Town having proper credentials and identification, shall be permitted to enter all properties at all reasonable times upon reasonable notice for the purposes of inspection, observation, and measurement, sampling, and testing in accordance with this Ordinance. The Superintendent and Town representative (s) shall have authority to inquire about any commercial process, including metallurgical, chemical, oil, refining, ceramic, paper, or other process beyond that point having a direct bearing on the kind and source of discharge to the wastewater facilities. Such information shall be kept confidential upon the company's establishing, to the satisfaction of the Superintendent, that the revelation to the public of the information in question might result in an advantage to competitors,

**2:** The Superintendent and other duly authorized representatives of the Town having proper credentials and identification shall be permitted to enter all private properties through which the Town holds a duty negotiated easement for the purposes of; but not limited to, inspection, observation, measurement, sampling, repair, and maintenance of any portion of the sewerage works lying within said easement. All entry and subsequent work, if any, or property within said easement shall be done in full accordance with the terms of the negotiated easement pertaining to the private property involved.

**3:** While performing the necessary work on private properties the Superintendent or authorized representative(s) of the town shall observe all the safety rules applicable to the premises established by the company. The Town shall hold the company harmless from any liability for injury or death to Town employees performing such work; and the Town shall indemnify & the company against loss or damage to the company's property caused by Town employees and against liability claims for personal injury or property damage against the company arising out of any sampling operation, except as such may be caused by negligence or failure of the company to maintain safe conditions.

**4:** The sewer service charges assigned to any property owner who contributes a significant quantity of industrial waste to the public sewers, or who contributes a combination of sewage and industrial waste to the public sewer, shall be determined on a block rate structure based on water consumption. The property owners to be charged in this manner will be determined by the Select board on a year-to-year basis.

**5:** A special sewer service charge shall be assigned to any commercial, industrial firm or organization who, by virtue of the volume, strength or unusual characteristics of their waste alone, would overload or upset the capacity or efficiency of the public sewer system or a part thereof if such waste entered the public sewer or whose waste disposal situation is such that it would be in the public interest to waive the requirements of Section 1.2, and 3 of this Article. The Select board, after appropriate study and advice from the Superintendent, shall assign a special sewer service charge to such an entity by separate agreement with said entity. The applicable portions of the preceding section, as well as the equitable rights of the public, shall be the basis for such an arrangement.

## NORWAY SEWER USE ORDINANCE

### **Retail, Commercial and Industrial Business:**

A unit rate per volume of discharge will be developed for each retail, commercial and industrial business.

A business which produces 9,759 cubic feet per year or less shall be considered as a single-family dwelling unit. The unit rate will be adjusted for usage over the 9,759 cubic feet per year. Example a business uses 724,064 gallons of metered water per year is divided by 7.48 gal/cubic feet. = 96,800 cubic feet per year divided by 9,759 cubic feet = 9.91 or 10 units for that business.

Effluent discharge with high biochemical oxygen demand and suspended solids strength may require a payment to cover the cost of handling and treating the waste not covered by existing sewer charges.

### **PENALTIES**

**Sec. 1:** Any person found to be violating any provision of this Ordinance, shall be served by the Sewer Superintendent with written notice stating the nature of the failure or violation and providing a reasonable time limit for the satisfactory correction or cessation thereof. The offender shall within the period of time stated in such notice permanently cease or correct all such failures or violations.

**Sec. 2:** Any violation which continues beyond the time limit set forth in a written notice to cease or correct the violation shall constitute a civil violation punishable by a fine of not less than one hundred dollars (\$100.00) nor more than \$2,500 for each violation. Each day a violation continues shall be considered a separate offense. Fines, costs, and attorney's fees may be recovered as provided under 30-A M.R.S.A. § 4452.

**Sec. 3:** Any person violating any of these rules and regulations shall become liable to the Town for any expense, loss or damage caused to the Town by reason of such violation, including but not limited to costs and reasonable attorneys' fees to enforce this Ordinance.

**Sec. 4:** Notwithstanding any of the foregoing provisions, the Town may institute any appropriate action including injunction or other proceeding to prevent, restrain, or abate a violation hereof.

**Sec. 5:** No permit for expansion of an existing facility shall be issued if there are outstanding sewer permit or connection fees unless and until satisfactory arrangement for payment of the same has been made to the Town of Norway Wastewater.

## NORWAY SEWER USE ORDINANCE

### APPEALS

**Sec.1:** The Select board shall have the following powers and duties to be exercised only upon written appeal by a party aggrieved by a decision of the Superintendent, Plumbing Inspector and/or Town Health Officer, insofar as such decision arises from requirements of this Ordinance:

- (A) To determine whether the decisions of these authorities are in conformity with the provisions of this Ordinance, and to interpret the meaning of this Ordinance in a case of uncertainty.
- (B) To grant variances from the terms of this Ordinance where there is no substantial departure from the intent of this Ordinance and where necessary to avoid undue hardship. A projected expenditure of an amount exceeding fifteen (15) percent of the assessed value of the buildings on the land to be served by the public sewer shall be considered as prima facie evidence of undue hardship.
- (C) To permit an exception to this Ordinance only when the terms of the exception have been specifically set forth in this Ordinance.

**Sec. 2:** The Select board shall schedule a hearing on each appeal under this Ordinance within sixty (60) days of receipt of a completed application. At least ten (10) days prior to the hearing the Town Clerk shall cause to be advertised in a newspaper of general circulation in the Town a notice of such appeal identifying the property involved, the nature of the appeal and the starting time and place of the public hearing on the appeal. Owners of properties within two hundred (200) feet of the property for which the appeal is made shall be notified by mail. Failure of any such owner to receive this notice shall not invalidate the proceeding herein prescribed. The Select board shall not continue a hearing on an appeal except for good cause or by agreement of the appellant. Upon conclusion of the hearing and a determination by the Select board, written notice of the Select board's decision shall be sent forthwith to the appellant and to the municipal employee or officer concerned. Failure of the Select board to issue such notice within thirty (30) days of the date the hearing concludes shall constitute a denial of said appeal.

**Sec. 3:** The procedure for instituting an appeal shall be as follows:

- (A) Any person including any municipal department head aggrieved by a decision of the Superintendent, the Town Health Officer, and/or the Plumbing Inspector, which decision arises from interpretation or application of this Ordinance, may appeal such decision to the Select board.
- (B) Any such appeal must be filed with the Town Clerk within thirty (30) days of the date of the decision of the Superintendent, Health Officer, and/or Plumbing Inspector. Said appeal shall be filed upon forms to be approved by the Select board. The appellant shall set forth the grounds for appeal and shall refer to the specific provision of this Ordinance involved. Following the receipt of any appeal, the Town Clerk shall notify forthwith the employee or officer concerned and the Chairperson of the Select board. The appellant shall pay to the Town Treasurer a fee of Twenty-five (\$25.00) plus the cost of advertising and mailing notices.



## NORWAY SEWER USE ORDINANCE

- (C) An aggrieved party may appeal any decision of the Select board to Superior Court as provided by the laws of the State of Maine.

**Sec.4:** After a decision on an appeal has been made by the Select board, a new appeal of similar import shall not be entertained to the Select board until one year shall have elapsed from the date of said decision, except that the Select board may entertain a new appeal if the Chairperson determines that, owing to a mistake of law or misunderstanding of fact, an injustice was done, or if the Chairperson determines that a change has taken place in some essential aspect of the appeal.

NORWAY SEWER USE ORDINANCE

EFFECTIVE DATE

Sec. 1: This Ordinance shall be in full force and effect upon adoption by the Norway selectboard.

Passed and adopted by the Select board of the Town of Norway, County of Oxford, State of Maine on the 18 day of April 2019 by the following votes:

Ayes: 5

Nays: 0

Signed:

Bruce B. Cook  
Michael W. Twitchell  
Warren P. Dession  
Russell Merrill  
Monro Curtis, SR.

## NORWAY SEWER USE ORDINANCE

**6:** The Superintendent reserves the right, from time to time, to change sewer service charges originally or previously assigned to any property owner.

**7:** Each sewer service charge levied pursuant to these rules and regulation is hereby made a lien on the premise& If said charge is not paid within thirty (30) days after it becomes due and payable, it shall be certified to the Town Manager who shall record notice of said lien with interest and penalties allowed by law in the Oxford, County Registry of Deeds.

**8:** The charges and assessments levied pursuant to this Article shall be used consistently with the Clean Water Act, 33 U.S.C. e 1251 et seq., as amended, and all other applicable federal regulations.

### SEWER SERVICE CHARGE

The Owners of the property that is connected to the sewer system is responsible for the Wastewater bills, for the water usage and units per dwelling.

**1:** The source of a portion of the revenues for retiring debt service, capital expenditures, operation and maintenance of the public sewer system of the Town shall be a sewer service charge assigned to owners of property located within the limits of the Town whose property, residence, or place of business is capable of being tied into the sewer system pursuant to a portion of the funds collected pursuant to this Article shall be placed in a separate reserve fund for operation and maintenance, including replacement of public sewer system The contribution to the reserve fund shall be determined by the Select Board on a year- to-year basis.

**2:** Sewer service charge rates shall be determined by the Select Board on a year- to- year basis. The sewer service charge will be computed and billed at regular intervals though the calendar year, as established by the Select Board. In general, charges will be calculated on the following criteria:

**(A)** The total cost annually of operating and maintaining the sewer system will be from the water usage.

**(B)** The cost annually necessary to retire the debt service will be from the dwelling unit charges.

## NORWAY SEWER USE ORDINANCE

### **Residential Dwelling Units:**

As used in this ordinance it means owned or leased residences or apartments, including individual residential apartment in a multi-unit structure or apartment complex, whether or not water or sewer service to each apartment is separately metered. The term residential dwelling unit does not include boarding house, hotels, inns, motels, nursing homes, hospitals or similar uses.

The following schedule of unit charges:

Minimum charge:	1 Unit charge
Single Family Dwelling	1 Unit charge
Multi- family Dwelling or condominium Unit Per dwelling or condominium unit	1 Unit charge
2 Hotel/ Motel rooms	1 Unit charge
2 Boarding home Beds	1 Unit charge
3 Hospital Beds	1 Unit charge
2 Nursing Home Beds	1 Unit charge
15 Restaurant Seats	1 Unit charge
1 Laundromat Machines	1 Unit charge

When a Sewer Connection Application is processed, and a permit is issued, the owner of the property for which the application was issued will be billed for the units that were approved. The owner will receive a bill for all the units and water usage for that property.

# NORWAY SEWER USE ORDINANCE

## APPENDIX A

### Wastewater permits Fees

The fees cover work performed in preconstruction and submittal review, onsite inspection of work performed and general administrative cost. The fees do not cover the cost of testing and materials.

<b>Permit type</b>	<b>Permit fee</b>
A) Mainline taps. Connecting all building service to town sewer. For single family dwelling only, fee includes saddle or Mechanical connection wyes.	\$500.
B) Residential type, simplex, pump station	\$100.
C) Duplex pump station	\$350.
D) Force main installation, per 100 feet or less	\$50.
E) Interior grease traps	\$50.
F) Exterior grease, oil, sand separators	\$100.
G) Manholes	\$100.
H) Sewer mains, per 100 feet or less	\$75.
I) Sewer Service Disconnect Permit	\$50.

## NORWAY SEWER USE ORDINANCE

### APPENDIX B

#### Norway Sewer User Abatement Policy

Abatement requests must be received by the Town of Norway wastewater Department within 30 Calendar days or postmarked within 30 calendar days of the billing date of the bill being disputed on an application form provided by the Town of Norway wastewater Department. Application forms may be obtained at the Town office or the Town website at [www.norwaymaine.com](http://www.norwaymaine.com) Applications received more than 30 days after the billing date are untimely submissions and will be returned without action. The application must state the reason for the abatement request and the amount of abatement being requested. Evidence of repair (if applicable) must be submitted, and shall be in the form of a receipt from a certified plumber indicating that a problem existed, and that the problem has been corrected. The burden of proof for the abatement shall rest upon the applicant. The abatement request application must be completed fully and include adequate information that will support the applicant's request. The customer may be required to submit a written statement from their property insurance provider stating what portion, if any, of the atypical water usage is covered by insurance. Customers who file abatement applications are required to have paid **all** uncontested prior bills (including penalties and interest), if applicable.

For billing purposes, the Town assumes that sewerage use equals water use. When a customer can demonstrate that a quantity of water billed to the user did not go into the sewerage system, from a leak the Town will make a reasonable (adjustments or abatements) in the user's bill.

A) **Abatement:** A change in an issued utility bill for reasons not attributable to errors made in calculating the utility bill.

Grounds for Abatement:

- 1) Major water leaks that result in a large volume of water.
- 2) Incorrect number of dwelling units used to calculate bill for service at a multifamily dwelling.
- 3) Abatements for reasons other than the above.

B) **Adjustment:** A change in an issued utility bill for reasons attributable to errors made in calculating the utility bill or because it was demonstrated that the service was not used.

Grounds for an Adjustment:

- 1) Billing errors that entitle a customer to an adjusted bill;
- 2) Reporting of the actual meter reading is incorrect;
- 3) Recordings on the inside and outside meters are different. The inside meter shall take precedence.
- 4) Estimated bill is higher than bill based on actual meter reading.
- 5) Customer's premises were not connected to the system during the billing period.
- 6) Incorrect number of dwelling units used to calculate bill for service at a multifamily dwelling.
- 7) An error or miscalculation in a bill for miscellaneous services.

## NORWAY SEWER USE ORDINANCE

C) Billing Period: The period of time between one reading of a meter (either actual or estimated) and a second reading of a meter (either actual or estimated) when the difference between the meter readings is used to calculate consumption of a utility service.

If in the opinion of the superintendent, the water 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.

No abatements shall be granted for water use resulting from general maintenance items (repairs of leaking toilets, faucets, pipes, etc.), which allow water to enter the customer's sewer service, and into the Towns sewer system.

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.

**Submission of a Sewer Use Abatement Form does not guarantee that abatement will be granted nor does it relieve the customer from paying any outstanding bills on time.**

## NORWAY SEWER USE ORDINANCE

### APPENDIX C

#### Subtractive meters (sub-meter)

If you do a lot of outside watering, you could lower your wastewater bill by purchasing a sub-meter. The same may apply for businesses with irrigation systems.

A sub-meter measures water from your outside faucet that doesn't enter the wastewater system. The amount of water measured by the sub-meter is not billed. The amount recorded on the meter will be applied as a credit on your next sewer bill.

The cost of the meter and installation is entirely the responsibility of the Customer. Plumbing charges will vary depending upon the complexity of the changes required to install the sub-meter. Meters can be purchased through the wastewater department at current pricing.

The subtractive water meters are optional and the **CUSTOMER'S RESPONSIBILITY**. If the meter breaks or fails to record use, the **CUSTOMER** is responsible to purchase and install a new meter if they wish to utilize the abatement program. The Town reserves the right to re-inspect the meter installation if reported readings appear to be inconsistent. Sub- meters must be replaced and inspected every 15 years which is the typical meter lifespan.

Subtractive meters: Sub-meter in which your wastewater bill is reduced by usage that flows through this sub-meter and does not discharge to the Towns sewer system. This sub-meter is used to measure the water not entering the sanitary sewer system and is normally associated with irrigation of lawns and gardens, cooling towers on buildings and pool filling. By installing this sub-meter, you will be able to water your lawn and gardens without paying a sewer charge for the water used with the sub-meter.

#### **For swimming pools**

The wastewater dept. has portable 5/8" meters at the town office for the filling of pools they must be picked up and returned back to the town office after the filling of the pool. The amount recorded on the meter will be applied as a credit on your next sewer bill. If you do not bring back the meter within seven working days (7) the price of the meter will be added to your sewer account.

**NO ABATEMENTS FOR SWIMMING POOL FILLS WILL BE PERMITTED WITHOUT UTILIZING THE PORTABLE WATER METERS.**



## NORWAY SEWER USE ORDINANCE

Meters that are plumb up inside of the home must have an outside reader so it can be read by the wastewater dept. All sub-meters will be read during summer months. The amount recorded on the meter will be applied as a credit on your next sewer bill.

Sub-meters measuring wastewater volumes returning to the sewer system will be required to have an annual calibration by a certified technician/ plumber with documentation of such submitted to wastewater department.

There are no annual fees anticipated at this time although the Town reserves the right to institute an annual fee as this program grows and if needs dictate.

### **To have a sub-meter installed:**

- Call the wastewater dept. @ (207) 743-6651
- Schedule a pre-installation inspection.
- Have the meter installed in the agreed location by the Town.

## NORWAY SEWER USE ORDINANCE

### APPENDIX D

#### Payment Arrangements:

The owners of the property are responsible for their account balance and should be aware of their billing schedule. Failure to receive a bill does not relieve the customer of his/her obligation for its payment, nor from the consequence of non-payment.

The Town of Norway Wastewater Department will offer reasonable payment arrangements to customers who have become delinquent on their accounts. The reasonable payment arrangement will consider the following:

Customer's ability to pay,

Size of the overdue amount,

Customer's payment history,

Reason amount is outstanding,

The Town's payment arrangement guidelines are as follows:

1. A separate Payment Arrangement must be made for each overdue account.
2. The customer may set up one (1) additional payment arrangement if the first (1st) arrangement is broken. The customer owes the total amount due upon breaking the second payment arrangement on the same billed amount.
3. The customer must pay current bills as they come due and uphold a Payment Arrangement on the delinquent balance.
4. Payments are preferred on a weekly or biweekly basis. However, monthly agreements may be made if the situation warrants.
5. Exception to any of the above may be made with the approval of the Wastewater Superintendent or the Billing Manager.

The customer will be sent a letter confirming the Payment Arrangement within three (3) business days of the agreement.

If payment is not received and processed on the day of the arrangement date the arrangement will be considered broken.

## NORWAY SEWER USE ORDINANCE

### APPENDIX E

#### Lien Process:

Residential, industrial, commercial and governmental customers are considered delinquent when payment is not received by the 31st day after the billing date. A late charge (interest) is assessed on any balance still outstanding after 45 days. If the Balance remains unpaid after reminder notice is sent and the sewer balance equals or exceeds \$25.00, the Town reserves the right to place a sewer lien on the property, following the lien process as outlined.

#### 120 Minimum Days from Billing Date

Notice of Lien to Secure Sewer Charges is prepared and mailed to the property owner. The notice, sent by certified mail, informs the customer of their options – full payment, payment arrangement, or dispute the bill. The customer's account is charged the cost of the certified mailing.

#### 151 Minimum Days from Billing Date

If the customer does not properly respond to the Notice of Lien, the Town will file the Lien Certificate with the Oxford County Registry of Deeds. A copy is sent to the owner via certified mail. The customer's account will be charged a \$13 municipal fee, as well as the costs for recording the Lien with the registry, and the certified mail costs. 45 days before lien foreclosure reminder notice are sent to mortgage holders and home owners.

18 months from date lien is placed; automatic foreclosure upon maturity of lien.

If the Lien remains outstanding for more than 18 months, the Town may enforce its ownership of the property.

#### **Delinquent Account Timeline – Sewer**

Single –Meter Multi-Unit Residential

Day 1: Bill Mailed

Day 31: Bill considered late

Day 46: Interest charges begin to accrue

Day 121: Lien process may begin

NORWAY SEWER USE ORDINANCE

**Connection Permit**  
Town of Norway Wastewater  
Application for Wastewater Services

Application Date: \_\_\_\_\_ Permit Number: \_\_\_\_\_

Address for sewer Connection: \_\_\_\_\_

Property Owner's Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Contractor to perform proposed work: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

The Property is (check one)

1. \_\_\_\_\_ New Residential Construction, single family \_\_\_\_\_ or multi-family \_\_\_\_\_

2. \_\_\_\_\_ New Commercial or Industrial Construction with an estimated water usage of \_\_\_\_\_ gallons a day.

3. \_\_\_\_\_ Existing Residential Structure, Expanding From \_\_\_\_\_ unit's to \_\_\_\_\_ unit's  
The conversion from residential to apartment (s) or to commercial  
Explain: \_\_\_\_\_  
\_\_\_\_\_

The undersigned hereby agrees to abide by all rules, regulations, and ordinances governing the Town of Norway Wastewater currently in existence or as amended.

Applicant Signature: \_\_\_\_\_

Fee must be paid before Permit is issued.

Connection Fee Amount: \_\_\_\_\_ Date Paid: \_\_\_\_\_

Inspected & Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Notify the Superintendent when the building sewer is ready for inspection @ 743-6651 or 890-8473

NORWAY SEWER USE ORDINANCE

TOWN OF NORWAY WASTEWATER

SEWER SERVICE DISCONNECT APPLICATION

Customer Name: \_\_\_\_\_

Customer Account Number: \_\_\_\_\_

Disconnect Service Address: \_\_\_\_\_

Date For Disconnecting Service: \_\_\_\_\_

For Office Use Only:  
Meter Final Reading: \_\_\_\_\_

Account Final Bill:\$ \_\_\_\_\_

**Disconnection Information**

Permit fee of \$50.00 to disconnect building service at right of way. When any building or other structure previously served by a connection to any public sewer is demolished, destroyed abandoned or altered so that any drain or portion of an abandoned drainage system of the building or structure shall be promptly closed and sealed to the satisfaction of the Superintendent. A 24-hour notice must be giving to the Superintendent for an onsite inspection.

**Forwarding Address Information**

Forwarding Mail Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Cell:# \_\_\_\_\_

Sinature: \_\_\_\_\_ Date: \_\_\_\_\_

I UNDERSTAND THAT I AM FINANCIALLY RESPONSIBLE FOR THE ABOVE NOTED ACCOUNT. I UNDERSTAND THAT I WILL RECEIVE A FINAL BILL FOR THIS ACCOUNT AND MUST PAY ANY BALANCE DUE TO THE TOWN OF NORWAY WASTEWATER DEPARTMENT.

Mail/fax completed from to: Town of Norway Wastewater 19 Danforth St. Norway ME. 04268 or fax (207) 743-5307, For Questions you can reach customer service by phone at (207) 743-6651.

NORWAY SEWER USE ORDINANCE

**TOWN OF NORWAY**  
**APPLICATION FOR SEWER ABATEMENT**

Date: \_\_\_\_\_ Application Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Phone# \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone # \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Reason for sewer Abatement: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

For Abatements of water volumes caused by leaks that were not discharged to the sewer. This includes leaks on outdoor water pipes or pipes prior to plumbing fixtures. This does not include leaking toilet valves or faucets.

**Office use only:**

Account #: \_\_\_\_\_ Date of bill: \_\_\_\_\_ Billing period  
from: \_\_\_\_\_ to \_\_\_\_\_

Amount of bill: \_\_\_\_\_ Amount of abatement: \_\_\_\_\_

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

Recommendation: Approve: \_\_\_\_\_ Denied: \_\_\_\_\_ Amount: \_\_\_\_\_

Norway Select-board chair signature:

\_\_\_\_\_ Date: \_\_\_\_\_

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_