



*Town of Howland*

## ***Water Loss Abatement Policy For Sewer Charges***

### ***Purpose:***

From time to time and through no fault of the property owner, water leaks or other problems may result in the loss of a significant amount of water. While such leaks generally result in this water reaching the treatment plant, the costs to treat this "clean" water are significantly less than that of normal wastewater. The Town of Howland hereby establishes a lost water abatement program to assist property owners who have experienced a significant leak.

### ***Process:***

Landowners can apply, within 90 days of billing, for abatement by sending a letter explaining what happened, how the problem was remedied, dates of problems and invoices for the repairs. The determination of whether an adjustment is granted shall be made at the sole discretion of the Board of Selectmen.

### ***Standards:***

In making the determination, the Town may take into account the cause of water loss, the consumer's opportunity, if any, to detect it, any negligence or fault of the consumer in connection therewith, and the promptness with which the water loss was discovered, stopped and repairs made.

(c) The adjusted consumer's bill shall be calculated as follows:

(1) The Town shall credit the customer's account by one-half of the quantity charge for the excess use subject to the following conditions:

a. The District after investigation shall find all of the following:

(i) The meter was operating accurately;

(ii) There was no evidence that the excessive use was due to the intentional or negligent act of the customer;

(iii) After being notified by the Town via billing, letter, door hanger, or by any other means, the customer took prompt and reasonable action to ascertain the cause of the excessive use and to correct it;

(iv) The customer took corrective action within forty-eight hours of discovering or being notified of a leak and provides the Town with proof of repair within thirty days

from the billing date for the period in which the water loss occurred.

b. The amount of water loss shall be determined by the Town. The average measured quantity delivered during the same billing period or periods in the preceding two years will be used when available and representative of the customer's normal use.

c. No adjustment shall be made for a charge or a surcharge which is not based on the quantity of water delivered.

d. Water loss adjustments will be limited to one billing period and will also be limited to one adjustment every thirty-six months. The thirty-six month period begins the first month of the billing period following the last billing period for which the water loss adjustment was prepared. A second water loss by a particular customer would be eligible to substitute for the first adjustment, if the customer so requests during the thirty-six month period. If such an adjustment is requested and it is determined to be eligible, the total adjustment will be equal to the larger of the two leak adjustments in the thirty-six month period after the first adjustment.

(2) The customer shall be responsible for payment of one-half of the calculated water loss at the appropriate rate. Water consumption /sewer use not subject to the water loss calculation shall be billed at the appropriate rate.

Approved this 3<sup>rd</sup> day of January, 2014

By: Glenn J. Brawn

Glenn Brawn, Chairman

By: Frank Kirsch  
Frank Kirsch, Selectman

By: Joseph C. Dunn  
Joseph Dunn, Selectman

By: Thomas Hunter  
Thomas Hunter, Selectman

By: William A. Lloyd  
William Lloyd, Selectman