



Sewer Use Billing Adjustment Policy **Effective April 17, 2025**

I. Introduction

- a. Objective: To allow the District to adjust ratepayers' bills for water that does not discharge to the sewer, or water that is accidentally discharged to the sewer through a malfunction or other unintentional means.
- b. Authority stems from Brunswick Sewer District Rules & Regulations, Article III, Section 2, Metered Sewer Users, and Section 8, Water not Entering Public Sewer. Authority for promulgation of regulations stems from the District Charter, Private & Special Law, Chapter 103, Part 5, Bylaws, Regulations, and Procedures.
- c. This policy applies to all customers of the Brunswick Sewer District within Rate Schedule A, Metered Use.
- d. In the event any of the stated conditions are not met, the District shall be under no obligation to adjust billing for sewer use.
- e. Customers who currently utilize a sub-meter for sewer use billing adjustments may continue to do so upon the effective date of this policy unless otherwise contacted by the District, provided the conditions of this policy are met. The District reserves the right to review and inspect any meters currently in use to confirm the sub-meter meets District standards.
- f. Customers who use water that does not enter the sewer but do not wish to meet the conditions of this policy may contact the Brunswick & Topsham Water District to inquire about having a separate water line and/or meter installed for irrigation and other non-sewer-related water usage.

II. Policy

- a. For any regular use of water not entering the public sewer **a sub-meter is required**. Billing for sewer will be adjusted by the amount indicated on the sub meter, provided that all of the following conditions are met:
 - i. A customer desiring to install a sub-meter to receive an adjustment will make a request to the District prior to sub-meter installation. The sub-meter must be approved by the district prior to installation. The District will be permitted to inspect the sub-meter upon request. Contact the District for a list of currently available submeters and guidance.
 - ii. The meter will be installed and maintained in an operable condition by the customer at the customer's expense. Upon installation, the customer must provide photographic evidence of the initial meter reading to the District.
 - iii. Customers are solely responsible for providing **photographic evidence of quarterly** meter readings to the District upon request. **Readings shall be provided prior to the end date of the quarterly billing cycle for which the credit is desired**. Customers who are unsure of their billing cycle

should contact the District for a list of billing dates.

1. The maximum time period for a sub-meter abatement to be granted is 12-months. Customers must provide the District with initial readings and subsequent readings within that 12-month timeframe.
 2. Customers who fail to provide a reading on an annual basis, at minimum, will not be granted an abatement until an updated reading is provided to ensure that any credits issued occur within the 12-month period.
- iv. The District will be permitted to make readings of the sub-meter when it desires to do so.
 - v. The burden of proof that the sub-metered use did not enter the public sewer rests solely with the customer.
 - vi. The published minimum user charge currently in effect will apply. At no time will a credit be granted that reduces the user charge below the minimum. Credits may not be carried over to subsequent billing periods.

III. Policy Exceptions and Alternatives

- a. Filling of pools, tubs, skating rinks etc. The District may consider an abatement for filling of pools (et. al.) provided that the customer, as approved by the General Manager, can provide proof of the quantity of water that did not enter the public sewer system. A sub-meter is highly recommended, but the District may consider installation receipts, pool dimensions, or other methods to quantify the amount of water not entering the sewer. Abatements are awarded at the sole discretion of the District.
- b. Laundromats, Breweries etc.: At the General Manager's discretion, billing for sewer use may be reduced by up to five percent (5 %) of the consumption indicated by the water meter reading.
- c. Other instances of water use not returned to the sewer: The District may consider an abatement for other instances not noted above, e.g., broken pipes. Abatements may be granted on a case-by-case basis as determined by the General Manager, provided the customer can provide satisfactory evidence that water did not enter the sewer system. The District must be permitted to investigate and inspect the premises upon request. Customers who disagree with the General Managers Decision may appeal to the Board of Trustees. Abatements are granted at the sole discretion of the District.
- d. The District may grant a one-time credit for accidental or unintentional water that enters the sanitary sewer system. The credit will not exceed 85% of the cost of the excess water discharged above the highest consumption value for the billing period over the previous three years. This credit may be granted only once every three years. The customer must provide satisfactory evidence that the water usage was accidental or unintentional. The District must be permitted to investigate and inspect the premises upon request. Customers who disagree with the General Manager's decision may appeal to the Board of Trustees

- e. For instances where it is determined the owner has not fulfilled the responsibility for proper property management, e.g., unattended exterior spigot use, the District may assess a fee to recover the actual cost of staff time to investigate and process the abatement request.
- IV. Time Limit on Adjustments.
 - a. Consideration of adjustments will go back no further than one (1) billing quarter. Customers who fail to provide meter readings prior to the end date of their billing cycle will not be granted an abatement.
- V. Effective Date & Adoption.
 - a. Adoption: First Vote 03/20/2025, Second Vote 04/17/2025.