



Town of Norwood

Water/Wastewater Adjustments

Date Adopted: June 3, 2019

The purpose of this policy is to provide a uniform and nondiscriminatory way to adjust water and/or sewer charges to a residential customer's utility bill.

Section 1. Adjustments for Leaks

1. No adjustment will be made for water that runs through the town's wastewater collection system (i.e. a continuously running toilet, etc.).
2. No adjustment will be made without satisfactory proof of repair of a leak.
3. No adjustment will be made for accidental water usage (i.e. a water not completely turned off, a water hose left running, toilet running, etc.).
4. No adjustment will be made for pressure-washing, watering of lawns, gardens, etc.
5. Adjustments will only be allowed for residential customers.
6. Only the highest utility bill will be adjusted.
7. Only one adjustment will be allowed in a 24-month period.
8. For residential customers inside the town limits of Norwood who use both town water and wastewater services.
 - a. Upon satisfactory proof of repair, the town will make one adjustment to the highest sewer charge using the average of the customer's three most recent, consecutive, and normal sewer charges.
 - b. Only one adjustment will be made in a 24-month period.
 - c. No adjustment will be made until the leak has been completely repaired.
 - d. This adjustment only applies to instances where the water does not go through the town's wastewater collection system.
 - e. The town will only adjust one month's utility bill.

9. For residential customers inside the town limits of Norwood who only use the town's water service.
 - a. Upon satisfactory proof of repair, the town will make one adjustment to the highest water charge by reducing the water charge by 50%.
 - b. Only one adjustment will be made in a 24-month period.
 - c. No adjustment will be made until the leak has been completely repaired.
 - d. The town will only adjust one month's utility bill.
10. For residential customers outside the town limits of Norwood who use both town water and wastewater services.
 - a. Upon satisfactory proof of repair, the town will make one adjustment to the highest sewer charge using the average of the customer's three most recent, consecutive, and normal sewer charges.
 - b. Only one adjustment will be made in a 24-month period.
 - c. No adjustment will be made until the leak has been completely repaired.
 - d. This adjustment only applies to instances where the water does not go through the town's wastewater collection system.
 - e. The town will only adjust one month's utility bill.
11. For residential customers outside the town limits of Norwood who only use the town's water service.
 - a. Upon satisfactory proof of repair, the town will make one adjustment to the highest water charge by reducing the water charge by 50%.
 - b. Only one adjustment will be made in a 24-month period.
 - c. No adjustment will be made until the leak has been completely repaired.
 - d. The town will only adjust one month's utility bill.

Section 2. Adjustments for Pools

1. Adjustments may be allowed for residential customers who use both town water and wastewater services.
2. Adjustments may only be allowed during the months of May through September.

3. No more than one adjustment will be allowed during the months of May through September of each calendar year.
4. Adjustments may be made as follows:
 - a. When filling the pool, the customer may record the beginning and ending meter readings and the date and time of each reading and provide this information to administrative staff. Staff will use these readings to calculate water consumption and use this figure to adjust the sewer charge of the utility bill containing the dates of such readings. The calculated water consumption will be deducted from the billed sewer consumption.
 - b. If no meter readings are obtained, the town may average the customer's three most recent and consecutive sewer charges and reduce the billed sewer charge to this average.
 - c. The town will not calculate the amount of water based on the dimensions of the pool.

Section 3. Effective Date

1. This policy is effective upon adoption.