



Conway Village Fire District

Sewer Usage Abatement Request



Abatement Policy: It shall be the policy of the Conway Village Fire District to abate sewer usage for customers who suffer an extreme leak that causes an excessive amount of water to flow through their meter but that in no way enters the District Sewer system. Please refer to the complete policy on the back of this form.

Date _____

Account Number _____

Property Owner Name _____

Contact Phone Number _____

Address Where Incident Occurred _____

Mailing Address If Different _____

Date First Reported to the District _____

Are you filing an insurance claim for damages ____ Yes ____ No

If yes, with which Insurance Company (name and phone number)

Please provide a detailed description of the incident, attach any documentation and pictures verifying incident as well as any additional comments (if more room is needed, please attach additional sheets)

Abatement amount requested \$ _____

The filing of this request does not relieve the customer of their water/sewer bill. It should be paid as billed. Adjustments to account will be applied as a credit if abatement is approved.

All requests will be reviewed by the Board of Commissioners, abatements are granted upon the Board's approval.

FOR OFFICE USE ONLY

Upon a vote in the affirmative by the CVFD Board of Commissioners: Approval Date _____

Commissioner

Commissioner

Commissioner

SEWER USAGE ABATEMENT POLICY

Policy Statement

It shall be the policy of this District to abate sewer usage for customers who suffer an extreme leak that causes an excessive amount of water to flow through their meter but that in no way enters the District sewer system.

Comments

- 1) The District will not abate water usage, only the sewer usage portion of the bill
- 2) Customer must complete the abatement request form with all pertinent information.
- 3) Customer must provide sufficient proof that no water has entered the District sewer system. This proof may include but is not limited to: photographs of effected area prior to correction of the problem, an affidavit from a certified plumber that there was a problem that they fixed, or confirmation from a District employee who witnessed the problem. A customer's word will not be considered without this proof.
- 4) Abatements will be calculated by comparing the usage of the current bill with the usage of the bill from the same quarter of the previous year. The difference will be divided by 1000 and then multiplied by the current sewer rate.
- 5) The Board of Commissioners, at a regular scheduled posted meeting, will determine whether an abatement is in order. Customers have the right to appeal the Board's decision at a regular scheduled posted meeting. The Board's decision of an appeal is final.
- 6) Only one abatement will be granted for a particular problem. Failing to correct a problem in an expedient manner is not cause for an abatement. Only the Board of Commissioners can determine if a problem will encompass more than one quarter.
- 7) Filling of swimming pools, hot tubs, irrigation, or any other planned excessive usage **as well as any exterior devices left on or broken** is not cause for an abatement (see Appendix A).
- 8) No abatements will be granted if an insurance claim is submitted, and the excess usage is paid by the insurance company. Customer will be responsible for the full amount of the bill.

APPENDIX A

Planned Excessive Use

Planned excessive use is defined as any usage that is not of normal everyday water use i.e., filling of a swimming pool or hot tub, irrigating a lawn or garden, running sprinklers, **leaving exterior watering devices on, etc.**, or neglecting to fix a problem once identified.

- A) If the excessive usage is a recurring event, i.e., filling of a pool or irrigation, a deduct meter should be purchased from the District. This meter will need to be installed by a plumber to the spigot being used. The District will read this meter during the quarterly meter reads and it will deduct the amount of water passing through it from the sewer usage charge of the bill.
- B) If the excessive usage is a onetime event or a short-term need, the customer should contact the Water/Sewer Department (603-447-5470) to discuss options for purchasing water.

Adopted: 5/9/2015
Revised: 11/30/2017
Revised: 8/23/2023