

WATER POLLUTION CONTROL AUTHORITY FOR THE CITY OF NORWALK

Instructions for Billing Adjustments and Sewer Use Fee Appeals

The purpose of these instructions is to inform and assist residential, commercial, or mixed-use properties through the billing adjustments and sewer use fee appeals process with the Water Pollution Control Authority for the City of Norwalk (WPCA).

Adjustment/Appeal Process:

The WPCA's adjustment/appeal process is as follows:

1. Review the Sewer Use Rates, Billing Information & Appeals Process Policy (updated annually - July 1st). Then, if your situation requires an adjustment/appeal, please fill out either the *Sewer Use Billing Adjustment Form* or the *Sewer Use Fee Appeal Form* included in Attachment A for the specific adjustment/appeal being requested.
 - a. *Sewer Use Billing Adjustment Form* – Request for standard adjustment (laundromat, carwash) or permanent water consumption adjustment
 - b. *Sewer Use Fee Appeal Form* – Use classification change, or one-time water consumption adjustment, or not connected to sanitary sewer

*****Please note that requests must be made in writing and within 45 days after receipt of the sewer use bill*****

2. Submit the completed form, copy of the sewer use fee bill, and any other supporting documents to the WPCA at the following address:

Water Pollution Control Authority for the City of Norwalk
15 South Smith Street
Norwalk, CT 06855
Attention: Sr. Environmental Engineer

Upon submission to the WPCA of a completed form and documentation, the Director of Public Works or his designee shall attempt to review the application as quickly as possible.

Attachments:

Attachment A – Sewer Use Billing Adjustment Form and Sewer Use Fee Appeal Form

ATTACHMENT A

**Sewer Use Billing Adjustment Form and
Sewer Use Fee Appeal Form**

**WATER POLLUTION CONTROL AUTHORITY
FOR THE CITY OF NORWALK**

SEWER USE FEE APPEAL FORM

(Must be completed within 45 days of receipt of bill)

Owner/Representative Name: _____

Property Address: _____

Billing Address: _____

Contact Name (if questions): _____

Daytime Telephone Number: _____

Basis of Appeal:

Use Classification Change

State basis for change and attach supporting documentation.

One-Time Water Consumption Adjustment

State basis for adjustment and attach supporting documentation:

*Documentation should include at least one of the following:
certified engineering study, copies of water bills or secondary
water/sewer meter readings. Customers may appeal water
consumption one-time. Customers who require on-going, yearly
water consumption adjustments shall follow the Billing
Adjustment procedure.*

Water Account No.: _____

Not Connected to Sanitary Sewer

State basis and attach supporting documentation:

*Documentation should include a bill from a septic tank cleaning
company dated within the last three years.*

Attach Copy of Sewer Use Bill

Attach Certified Copy of Water Bills (if applicable)

Attach Supporting Documentation

-- FOR WPCA USE ONLY --

Date Received: _____

Received By: _____

District/Block/Lot (D-B-L): _____

List No.: _____

**WATER POLLUTION CONTROL AUTHORITY
FOR THE CITY OF NORWALK**

SEWER USE BILLING ADJUSTMENT FORM

Owner/Representative Name: _____

Property Address: _____

Billing Address: _____

Contact Name (if questions): _____

Daytime Telephone Number: _____

Type of Business: _____

Water Account Number(s): _____

Basis of Adjustment:

Standard Adjustment

____ Laundromat (10 % reduction)

____ Carwash (10% reduction)

Permanent Water Consumption Adjustment

State basis for adjustment and attach supporting documentation:

____ Certified technical/engineering report

____ Secondary sealed water meter

____ Sealed sewer meter

Attach Copy of Sewer Use Bill

Attach Certified Copy of Water Bills

Attach Supporting Documentation

-- FOR WPCA USE ONLY --

Date Received: _____

Received By: _____

District/Block/Lot (D-B-L): _____

List No.: _____