

**WATER POLLUTION CONTROL AUTHORITY
FOR THE CITY OF NORWALK
FAIRFIELD COUNTY, CONNECTICUT**

SEWER USE RATES, BILLING INFORMATION & APPEALS PROCESS

**Adopted February 14, 2005
Amended July 1, 2016**



Public Works Center, 15 South Smith Street, Norwalk, CT 06855

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BILLING INFORMATION

Residential customers are charged a flat rate for sewer use annually. Commercial and mixed use customers that use less than 110,000 gallons per year are charged the commercial flat rate for sewer use annually. Commercial and mixed use customers that use over 110,000 gallons per year are charged the commercial flat rate plus a flow rate per 1,000 gallons used over the initial 110,000 gallon allotment. Sewer usage is calculated using the previous calendar year's water consumption data provided by the First and Second Water Districts. If water consumption data is not available, water consumption is estimated by using an average consumption for the parcel's classifying Land Use Code (per the Tax Assessor's records) and/or the parcel's previous consumption records.

Sewer use charges are billed semi-annually and, in most cases, included on your real estate tax bill. Sewer use charges are billed July 1st and January 1st each year and due by August 1st and February 1st respectively. If you have a mortgage and an escrow agent pays your real estate taxes, your escrow agent will most likely also pay your sewer use charges to the City on your behalf since they appear on the real estate tax bill.

Sewer use charges are billed for the current fiscal year, July 1st to June 30th. Residential, commercial, and mixed use flat rate bills shall not be prorated for mid-cycle occupancy or user classification changes. The use classification (whether a property is determined to be residential or commercial or mixed use or single family or multi family, etc.) is determined using information from the most recent Grand List provided by the Tax Assessor's Office. Although the information used to prepare the bill is based on the most recent Grand List (i.e., October 1st), your flat rate sewer use fee is for the current fiscal year. Sewer use fees are payable to the Tax Collector's Office. The status of connection to the sewer system (connected or not connected) is determined by the WPCA.

BILLING INQUIRES

It is always your right as a customer to question a bill. Any customer who has a question or complaint or who disputes all or part of a sewer bill should contact the City of Norwalk's Public Works Customer Service by:

Telephone: 203/854-3200

Person or Mail: Customer Service
Department of Public Works
City of Norwalk
125 East Avenue, 2nd Floor
Norwalk, CT 06856-5125

E-mail: customerservice@norwalkct.org

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OTHER INQUIRIES

If a customer has any questions or concerns related to any aspect of their sewer use services other than billing issues, they should contact a customer service representative at the address and phone number listed above.

Each customer has the right to request a copy of the WPCA's current schedule of rates and charges. In addition, information regarding water use and the calculation of the appropriate sewer use billing amount is also available by contacting the above listed Customer Service.

BILLING ADJUSTMENTS

For commercial or mixed use customers that are charged based on water consumption, the following adjustments are made upon request and when appropriate documentation is provided:

Laundromats: Water consumption reduced by 10%

Carwashes: Water consumption reduced by 10%

Other commercial and mixed use customers that are billed based on water consumption may request adjustments to their billing information based on the following requirements:

Manufacturing Processes/Irrigation/Otherwise Not Discharged to the Sanitary Sewer: For commercial or mixed use customers that use water in their manufacturing process, irrigation operations or that is not otherwise returned to the sewer, the sewer use billing information can be modified by (1) the customer providing a written report certified by a registered professional engineer to the WPCA outlining the technical basis for the water consumption adjustment; (2) installation of a second certified and sealed water meter that measures the amount of water consumed by the process and not returned to the sewer system; or (3) installation of a certified and sealed sewer meter that measures the amount of flow discharged into the City's sewer system. If water or sewer meters are used as a basis for billing adjustment, the WPCA has the right to access the meter for testing and inspection at any time. It is the responsibility of the customer to supply the WPCA with the meter data for the previous calendar year no later than April 1st of each following year to be considered for an adjustment. Meter data can be sent to the WPCA by regular mail or fax:

Mail: Water Pollution Control Authority for the City of Norwalk
C/o Sewer Use Adjustment
15 South Smith Street
Norwalk, CT 06855

Fax: 203/854-3224

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SEWER USE BILLING APPEALS

Chapter 113, Water Pollution Control Authority (WPCA), of the Code of the City of Norwalk approved by the Common Council on March 26, 2002 states the following about sewer use billing appeals:

§ 113-15. Appeals

- A. Pursuant to Chapter 103, Section 7-255 of the Connecticut General Statutes, users shall be notified of proposed revisions to or establishment of sewer use charges by publication in a newspaper having general circulation in the community. Any user shall have the opportunity to be heard concerning the proposed changes at a public hearing held before the WPCA. After the WPCA has established or revised such charges, it shall cause the same to be published in a newspaper having general circulation in the community not later than five days after filing such charges with the Office of the City Clerk. Any user aggrieved by such charges may submit an appeal to the WPCA within 21 days after such filing.
- B. Any user wishing to appeal their sewer use bill based on water consumption or use classification shall do so in writing within 45 days from the installment due date. The Director of Public Works or his designee shall review the appeal and inform the user in writing of the decision within 15 days of receipt of the written appeal. If the problem remains unresolved after a written decision from the Director, the user has 10 days from receipt of the Director's decision to request in writing a further review by the WPCA. The WPCA will investigate the appeal and send its decision to the user in writing within 5 days after its next regular monthly meeting following receipt of the request.
- C. Any user wishing to appeal their sewer use bill because they believe a clerical omission or mistake was made shall do so no later than three years following the installment due date.
- D. Any person aggrieved by any final decision of the WPCA may appeal to the Superior Court and shall bring any such appeal to a return day of said court not less than 12 or more than 30 days after service thereof. The judgment of the Court shall be final.

APPEALS PROCESS

The WPCA has established the following procedures for consideration of appeals:

Use Rate Charges: Persons wishing to appeal a change in the use rates shall contact the WPCA in writing no more than 30 days after date of the publication of the rate and state the basis for the appeal. The Director of Public Works or his designee, at his discretion, shall present the appeal request to the WPCA Board of Directors for consideration.

Use Classification: Customers wishing to appeal a change in their use classification shall complete a Sewer Use Fee Appeal Form obtained by contacting the City of Norwalk's Public Works Customer Service within 45 days after in the installment due date. The Director of Public Works or his designee shall review the appeal and

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send the customer a decision within 15 days of receipt of the completed appeal form. If the problem remains unresolved after a written decision from the Director of Public Works, the customer has 10 days to request in writing a further review by the WPCA Board of Directors. The WPCA Board of Directors will investigate the appeal and send its decision to the customer in writing within 5 days after its next regular monthly meeting following receipt of the request.

Water Consumption Adjustments: For those customers who use more than 110,000 gallons and can show they discharge significantly less wastewater into the sanitary sewer system than water consumed, the WPCA – at its sole discretion – can make a one-time adjustment to the volume assessment portion of the sewer use bill. Customers who require on-going, yearly water consumption adjustments shall follow the procedure outlined in the Billing Adjustment section of this document. Customers wishing to appeal the volume assessment shall contact the City of Norwalk’s Public Works Customer Service within 45 days after the installment due date and complete a Sewer Use Fee Appeal Form. The appeal form shall be reviewed by the Department of Public Works and if necessary the customer will be contacted to provide additional information supporting why an adjustment in the volume assessment should be made. Additional information used in this determination may include certified engineering studies, copies of water bills, installation of a sewer flow meters, etc. The Director of Public Works or his designee shall review the appeal and supporting documentation and send the customer a decision within 15 days of receipt of the completed appeal form and receipt of additional documentation. If the problem remains unresolved after a written decision from the Director of Public Works, the customer has 10 days to request in writing a further review by the WPCA Board of Directors. The WPCA Board of Directors will investigate the appeal and send its decision to the customer in writing within 5 days after its next regular monthly meeting following receipt of the request.

Clerical Errors and Omissions: Customers wishing to appeal because they believe a clerical error or omission was made to their bill shall complete a Sewer Use Fee Appeal Form obtained by contacting the City of Norwalk’s Public Works Customer Service within 3 years after in the installment due date. The Director of Public Works or his designee shall review the appeal and send the customer a decision within 15 days of receipt of the completed appeal form. If the problem remains unresolved after a written decision from the Director of Public Works, the customer may appeal to the WPCA Board of Directors at its next scheduled meeting. The WPCA Board of Directors will investigate the appeal and send its decision to the customer in writing within 5 days after its next regular monthly meeting following receipt of the request.

Upon approval of the Director of Public Works or the WPCA Board, the Department of Public Works will send the Tax Assessor’s Office and the Finance Department a Sewer Use Fee Adjustment Form to process a credit, adjust the bill and/or make billing changes.