

CITY OF NORTHVILLE

SEWER ADJUSTMENT POLICY

Effective Date: June 7, 2016

The City of Northville Department of Public Works is responsible for maintenance and operation of the City's water and sanitary sewer systems. Each property owner is responsible for installation, maintenance and repair of water piping from the curb stop to their building and all fixtures within the building and sanitary sewer piping from the City connection to the service lateral to the main building and all plumbing inside the building. This policy only addresses water usage, as measured by units used, that are at least 150% above the customer's average comparable usage as determined by previous billing use.

This policy is intended to address abnormal sewerage use charges caused by large water usage (above 150% of customer's average comparable usage) **AND** the excess discharged water can be verified, to the City's satisfaction, as not being discharged to the City's sanitary sewer collection system. At the request of the property owner, the City shall perform the verification inspection for the property owner.

Only one sewerage adjustment shall be given per customer per property in perpetuity. The per unit rate credited will be the sewer rate less the dual sewer rate.

This Policy **does not** cover the following events and a sewerage charge adjustment **will not** be considered in the following cases:

- ✓ Customer failed to make repairs to a pipe, appliance or fixture known to have defects or be in need of repair.
- ✓ Abnormal usage occurred more than 30 days after customer received an abnormal bill.
- ✓ Customer is unwilling to allow the Department of Public Works access or entry to perform an inspection regarding the event.
- ✓ Abnormal usage is likely to have gone down the sewer system.
- ✓ Abnormal usage is because of watering of lawns, landscaping, or filling pools.
- ✓ Abnormal usage is because of failure to turn off and/or winterize sprinkler systems, spigots, or hoses.
- ✓ Abnormal usage is due to negligent water use or other incident within the customer's control.

Application Process

In order for any adjustment to be made, a customer must apply for a billing adjustment by completing a Request for Sewerage Adjustment. Customers must submit the Request Form to the City's Finance Department before the start of the penalty period of the current billing cycle. The customer must provide the cause of excess water use, date the problem was

discovered and proof of a repair (copy of the plumber's bill or an invoice of material purchased if the customer performed the repair). The City shall verify where the excess water was discharged to determine if an adjustment is justified.

Customers shall continue paying their water and sewer bill while their sewerage adjustment application is under consideration.

Sewer Usage Adjustment Terms

The Finance Department, in coordination with other the Department of Public Works, will notify the applicant of the determination of whether or not the applicant is eligible for an adjustment within 30 days of receipt of the application and all required documentation. If it is determined that the applicant qualifies for a billing credit, an adjustment will be determined less any applicable fees and will be applied to the applicant's account. In no case shall there be more than one (1) adjustment made per customer per service address/location in perpetuity. If no determination, by the City, can be reasonably made on where the abnormal water use was discharged to, it is mutually agreed that no credit shall be issued.