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 July 21, 2014). 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: Wastewater Systems Manager

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
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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.: ____________________________

July 2014