



WATER POLLUTION CONTROL AUTHORITY

TOWN OF STONINGTON

LEAK ADJUSTMENT POLICY

Sewer users shall be charged according to the amount of water passing through and recorded by a meter as reported by the water company, or in the case of a private water supply meters provided for the purpose of measuring water use, whether used or wasted as a result of leaks, accident, or negligence. No abatement shall be made for leaks or water discharged to the sanitary sewer through the use of improper or damaged pipes, fixtures, or equipment

If upon receipt of a bill, the customer is made aware of a hidden leak not previously evident, the customer may request a one-time adjustment under the following conditions:

1. There shall be no adjustment whatever for water used for irrigation purposes whether by failure of the property owner to install or report the readings of an approved outside water metering system or by any malfunction of the meter or irrigation systems;
2. The sewer use bill must be three (3) times more than the average use for the three (3) same previous billing periods;
3. The property owner has not received a previous adjustment for sewer use during the previous ten (10) years;
4. The adjustment shall be calculated to adjust the customer's sewer use by fifty percent (50%) of the excess over the average sewer use for the previous same three (3) billing periods times the current sewer use rate;
5. Claims must be filed with the WPCA office within sixty (60) days of the billing date on the relevant sewer use bill;
6. The WPCA shall be satisfied that the cause of the excessive sewer use has been identified and been corrected so as to prevent subsequent wasting of capacity in the sanitary sewer system.