

## RESOLUTION

**Be it resolved that the Water Pollution Control Authority (WPCA) hereby acknowledges the following protocol to be utilized in assessing adjustments to bills based on excessive unexplained consumption.**

The W.P.C.A. will entertain a “Goodwill” adjustment to customer’s bills with the understanding that the following items have been addressed and are compliant:

- 1) The customer bringing the complaint of excessive consumption has notified the Department in a timely manner and the Department has inspected the meter and the property, of the complainant, and as a result of their investigation can find no reasonable explanation for the excessive consumption.
- 2) The excessive consumption complaint cannot be the subject of estimated readings or readings delivered to the Department by way of return resident card. The Department must have maintained accurate hard readings for several periods prior to the period of dispute.
- 3) The complainant must be current with all previous bills prior to the period in dispute.
- 4) The customer has made payment of a minimum of 50 percent of the aggrieved bill before the dispute resolution process moves forward.
- 5) The customer making the request for adjustment shall not have made a previous claim within the past ten years.
- 6) The subject property qualifying for this ‘Good Will’ adjustment cannot be income producing, or commercial property unless said property is an owner occupied residential property. The definition of which shall be defined by C.G.S. 12-16r meaning “a dwelling unit in a residential property that is occupied as a primary residence by the owner of the property.”

7) The WPCA reserves all rights in reviewing each appeal, and may amend this policy as warranted.

**General Formula for a “Good Will” Adjustment:**

**Disputed Bill – Average Bill (3-4 previous bill averaged)=**

**Total in Dispute ÷ 2 = Good Will Adjustment**

**Final Resolved Bill = Disputed Bill – Good Will Adjustment**

Submitted by Joseph S. Fazzino, Director of Water and Sewer

Endorsed by:

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Dale Aldieri, Chairman

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Date

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Scott Bishel, Vice-Chairman

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Date