

CITY OF NORWICH

SEWER RELIEF POLICY

EFFECTIVE WITH JULY 1, 2019 BILLING

In order to qualify for the sewer relief policy all, the following requirements must be met:

1. Must be a customer of the City of Norwich Water System.
2. The billing in which the high billing occurred must be at least ten (10) times the average use* for the property. (*average use will be determined by averaging the property's water usage for one year prior to the leak)
3. Customers filling swimming pools, watering lawns, washing vehicles, etc. are not included in this policy.
4. All water billed will be payable in full and payment options will be available. Only sewer portion of billing will be removed.
5. Customers must notify the Finance Office within 30 days of receipt of their effected water and sewer billing.

All determinations and decisions are at the discretion of the Director of Finance and the DPW Superintendent.

6/19/19