

PLEASE RETURN FORM TO:
City of Bangor
Department of Water Quality
760 Main St.
Bangor, ME 04401



CITY OF BANGOR

Sewer Fee Abatement Request Form

Name: _____ Account Number: _____

Service Address: _____

Phone Number: _____

Mailing Address: _____

Billing Date(s): _____ Amount of Abatement Requested (\$): _____

When and how did the water loss come to your attention? _____

What steps were taken to determine the cause of water loss? _____

Water loss caused by (please check):

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Furnace | <input type="checkbox"/> Frozen Pipe |
| <input type="checkbox"/> Toilet | <input type="checkbox"/> Broken Pipe |
| <input type="checkbox"/> Water Heater | <input type="checkbox"/> Vandalism |
| <input type="checkbox"/> Other (Please explain): _____ | |

Where was the water discharged (interior floor, outside, drained to sewer ...etc.)? _____

What steps were taken to repair the cause of the water loss? _____

Date(s) repairs were made: _____

Please attach the following documentation, as applicable (please check):

- | | |
|--|--|
| <input type="checkbox"/> Photos | <input type="checkbox"/> Police Report |
| <input type="checkbox"/> Plumbing Bill | <input type="checkbox"/> Bangor Water District Abatement |
| <input type="checkbox"/> Parts Receipt | <input type="checkbox"/> Other (Please describe): _____ |

Signature: _____

Date: _____

§ 252-25 Abatement of and discounts to sewer use charge.

[Amended 8-28-1995 by Ord. No. 95-359]

- A. Abatements of sewer use charges may be granted by the Superintendent of the wastewater treatment plant upon application of a ratepayer, where the ratepayer can demonstrate that a loss of water occurred due to no fault of the ratepayer, his or her agents or employees. Abatement requests from commercial properties will be considered only if the loss of water was from building services (furnace, toilet, water heater, etc.), not from equipment used in the course of business, or unless otherwise allowed by § 252-25I of the Bangor Code. Ratepayers are responsible for exercising due care in the maintenance of their water and sewer systems to prevent water losses. For purposes of abatement, "due care" shall be defined as the normal and reasonable steps which would be taken by a prudent individual in operating and maintaining his or her sewer systems. A property whose owner has requested more than one abatement in any twelve-month period shall be subject to a property inspection by the Bangor Code Enforcement Division to verify compliance with the City of Bangor's Property Maintenance Code^[1] and to ascertain whether due care is being exercised by the property owner. The inspection report, along with the abatement request, will be referred to the appropriate committee of the City Council. To be considered, a request for abatement must be made within 90 days of the billing date of the bill in question.
- B. Valid reasons for a request for abatement include, but are not necessarily limited to, unanticipated water pipe breakage, plumbing fixture malfunction, heating system malfunction and vandalism. Upon notice or knowledge of such circumstances, the ratepayer is responsible for taking appropriate and timely action to remedy the problem.
- C. The Superintendent shall be responsible for researching the basis for the requested abatement in light of the due care standard established in Subsection A above. He or she shall make a record of the results of the investigation, which shall include an estimate of the amount of water lost. The estimate of water lost shall be based on a minimum of the previous four quarters of water consumption, if available, and consideration of seasonal water use patterns. This estimate of water loss shall be used to calculate the amount of the abatement should one be granted.
- D. When an abatement is granted, the amount of the abatement shall be calculated based on the total sewer use charge for the estimated amount of water lost less the cost to convey and pump the estimated amount of water lost through the sewer system and treatment plant. The Superintendent shall be responsible for calculating, on an annual basis, the cost to convey and pump uncontaminated water through the sewer system and treatment plant. The basis for this calculation shall be the prior fiscal year's operation and maintenance costs of the system and plant.
- E. When an abatement is granted, the Superintendent shall be responsible for taking the necessary steps to correct the appropriate billing records to reflect the abatement or to process a credit where the sewer use charge in question has been paid. Any outstanding balance owed the City by the property owner must be paid before the abatement is processed.
[Amended 2-24-2003 by Ord. No. 03-77; 6-24-2013 by Ord. No. 13-196]
- F. Any abatement exceeding \$3,000 must be reported to and confirmed by the appropriate committee of the City Council prior to final approval and the processing of a correction or credit.
[Amended 6-24-2013 by Ord. No. 13-196]
- G. The Superintendent will submit a quarterly report to the appropriate Committee of the City Council summarizing processed abatements. The reports will be submitted in January, April, July and October.
[Added 6-24-2013 by Ord. No. 13-196^[2]
[2] *Editor's Note: This ordinance also redesignated former Subsection G as Subsection H.*
- H. Any ratepayer who disagrees with the decision of the Superintendent to deny an abatement or with the amount of an abatement calculated by the Superintendent may, within 30 days of the date the ratepayer is notified of the Superintendent's decision, appeal the decision to the appropriate committee of the City Council. Appropriate City staff shall notify the ratepayer of the date, time and location of the meeting at which the appeal will be considered. In order for the appeal to be considered, the ratepayer and/or his or her representative must be present at the meeting. At the request of the ratepayer, consideration of the appeal may be postponed to a future meeting to be held within 60 days of the date established for the original meeting. Failure of the ratepayer to appear before the committee at the originally scheduled meeting or at a subsequent meeting called at the ratepayer's request shall result in the denial of the appeal. The decision of the appropriate committee of the City Council shall be final.
- I. For the purposes of this section, "ratepayer" is defined as the owner or tenant of the property. The ratepayer must sign the abatement request.
[Added 6-24-2013 by Ord. No. 13-196^[3]
[3] *Editor's Note: This ordinance also redesignated former Subsections H through J as Subsections J through L, respectively.*
- J. Abatements shall not be granted for water used for watering lawns or gardens, filling swimming pools or other outside water uses. Ratepayers may, however, at their own cost, install a secondary water meter that will measure only water used for outside water use purposes and/or only for purposes of filling indoor swimming pools.
[Amended 9-10-2001 by Ord. No. 01-343]