

Town of Orleans
Board of Water and Sewer Commissioners
Sewer Abatement General Guideline

These guidelines create procedures for abating sewer charges to customers from the Town of Orleans Board of Water and Sewer Commissioners (Commission). Upon compliance with the general requirements, inspection and approval process outlined herein, the Commission will offer Sewer Use Charge Abatements (credits) to customers meeting all of the following criteria:

1. Customer - Legal title holder of property makes application;
2. Able to measure water usage not returned to the sewer system;
3. Meet the plumbing specifications as outlined in this policy;
4. Purchase the Town's standardized water metering system (Badger Recordall Disc Meter and Orion LTE-MS Water Endpoint cellular transmission system); and
5. Pay all fee(s) at the Town Hall (Orleans' Treasurer / Collector) unless otherwise noted.

Sewer Use Charge Abatements will be granted at the Commission's discretion and only upon compliance with the following requirements, conditions and procedures.

I. Application Procedures for a Sewer Use Charge Abatement

The following application procedures and conditions must be met prior to application review or approval of any sewer use charge abatement. It is recommended that the applicant not purchase any plumbing fixtures associated with the sewer use charge abatement prior to Commission approval of the proposed system. No installation of sub-meters, sewer flow meters, discharge meters and/or backflow prevention devices shall commence prior to the submission by the Customer, and review and approval by the Commission, of the detailed plumbing schematic and floor plans as described below:

- A. The Customer must submit to the Department of Public Works and Natural Resources a completed application with detailed drawings containing the following information:
 - 1) The Date, Name, Address, Contact Name, Phone Number and Account Number associated with the property;
 - 2) The proposed location of the main water meter; sub-meter(s) and/or sewer flow meter(s); cellular transmission system(s); and backflow prevention device(s), when required; and
 - 3) The upstream and downstream sites of all plumbing fixtures to be metered for sewer abatements.
- B. After plan review and approval by the Department of Public Works and Natural Resources, for the installation of all sub-meters, sewer flow meters, cellular transmission systems and all approved backflow prevention devices prior to the commencement of any plumbing work.
- C. Plumbing Permit from the Building Department.
- D. After the completion of all approved work, the Customer must notify the Department of Public Works and Natural Resources and arrange for an on-site inspection that will include the inspection of all sub-meters, sewer flow meters, cellular transmission systems, and/or backflow prevention devices. At that time, approved meters will be tagged and sealed by Department of Public Works and Natural Resources staff. The Commission must be notified in advance of all meter replacements and/or seasonal disconnections.
- E. After the completion of all approved work, the Customer must notify the Building Department and arrange for an on-site inspection that will include the inspection of all plumbing components related to the installation of sub-meters, sewer flow meters, cellular transmission system and/or backflow prevention devices.

- F. No abatement will be granted without full compliance with Orleans Sewer Use Rules and Regulations, Massachusetts Plumbing Code (248CMR), and the Commonwealth of Massachusetts Drinking Water Regulations governing Cross Connections (310-CMR-22.22).

II. General Requirements

- A. These guidelines require all customers requesting sewer abatements to purchase all Meter Transmission Units and to purchase, install and maintain all sub-meters, sewer flow meters and/or backflow prevention devices. The sub-meters purchased by the Customer must be compatible with the Commission's current proprietary specifications for water meters.
- B. All sub-meters must register in cubic feet and must have "encoder" register heads. The Commission will install, wire and program the MTU with the necessary account information. The MTU must be purchased at the Department of Public Works and Natural Resources, 40 Giddiah Hill Road, Orleans, MA 02653.
- C. The domestic water lines from all sub-meters and approved backflow prevention devices to units NOT contributing any discharge to the sewer system must be fully exposed along their entire length.
- D. When a portion of sub-metered water is returned to the sewer system, a discharge meter must be installed and the discharge plumbing must be fully exposed from the discharge meter to the Town's Wastewater Infrastructure.
- E. Sub-meters shall be installed in accordance with rules and regulations of the Department of Public Works and Natural Resources. The sub-meters must register in gallons and must be installed in a horizontal position. Approved backflow prevention devices must be installed in a horizontal position between three (3) and four (4) feet off the floor; one (1) foot from any wall; and must be easily accessible for testing and maintenance purposes.
- F. In accordance with Massachusetts State Law 310-CMR-22.22 and Orleans Sewer Use Rules and Regulations, approved sub-meters, sewer flow meters and/or backflow prevention devices must be tested and inspected to ensure proper working order. The type of device will govern the frequency of testing and inspection, the minimum being one (1) test per year. The Commission will issue a \$### charge per test per device to the sewer abatement account.
- G. In accordance with the Commission's policy of recovering the costs of providing special services not used by the general population from the users of the service, the Commission will set appropriate fees, including an initial application fee, inspection fees and cellular meter reading fees.

III. Types of Water Use Eligible for Sewer Use Charge Abatement

- A. Irrigation Systems - Sewer use charge abatements will be calculated based upon sub-metered water use on in-ground irrigation systems only. There shall be no sill cocks and/or hose connections as part of the sewer use charge abatement system. Compressor and drain fittings installed for winterizing the irrigation system shall not consist of hose connections but will utilize smaller valve connections. The sub-meter connection must be located downstream of (after) the main water meter.
- B. Product Use - Sewer use charge abatements on product uses will be calculated based on sub-metered water use on the supply line to the product. Water lost due to evaporation during production or manufacturing may be accounted for with a sewer flow meter measuring actual discharge to the sewer system. In instances where one hundred (100) percent of the sub-metered water is used in the product, all service pipes providing product make-up water must be fully exposed, fixed and untapped. Production reports and/or evaporation estimates will not be accepted.
- C. Other
 - 1) Other sub-metered water usage not returned to the sewer system may qualify for a sewer use charge abatement.
 - 2) Sewer flow meters shall be tested annually by an independent third party at the owner's expense and test results forwarded to the Department of Public Works and Natural Resources.

- 3) All Applications for Sewer Use Charge Abatement must be filed with the Town's Treasurer / Collector

IV. Procedure for Customers Currently Receiving Sewer Use Charge Abatements

- A. The qualification requirements, procedures, and appropriate fees outlined herein for new applicants pertain to existing customers as well.
- B. Existing customers will be granted a "grace period" in which to obtain an inspection verifying compliance with this policy. During the "grace period", customers will still be eligible to receive their sewer use charge abatement as currently calculated. Failure to obtain an inspection verifying compliance with this policy will result in loss of eligibility for sewer use charge abatement. The customer may reapply as described in Section I and Section II to be considered for future abatements.

V. Meter Readings and Inspections

- A. Abatements from an approved meter will only be calculated based on actual meter readings. No abatement will be granted without obtaining an actual meter reading. In cases where readings from multiple meters are required to calculate the abatement, all the required readings must be obtained in order for the abatement to be processed. All accounts billed will be read four (4) times per year.
- B. If upon annual inspection, Commission staff discovers an irregularity, the customer will be informed in writing as to the specific violation or irregularity. The Sewer Use Charge Abatement will be discontinued on that date. The discontinuance will remain in effect until the situation has been corrected by the customer and verified by the Commission. The customer will have thirty (30) calendar days to correct the problem and contact the Commission to schedule a follow-up inspection by Commission staff. If the problem is not corrected and the Commission is not contacted within thirty (30) calendar days, the customer will no longer be eligible for sewer use abatement unless they reapply as described in Section I and Section II.

DRAFT



Town of Orleans Sewer Department

40 GIDDIAH HILL ROAD
ORLEANS, MA 02653

TELEPHONE: 508-240-3790 ~ FAX: 508-240-3711

Board of Water & Sewer Commissioners

Thomas E. Daley, P.E.
Director of Public Works and Natural Resources

Ronald W. Collins
Building and Facilities Manager

APPLICATION FOR SEWER USE CHARGE ABATEMENT

Instructions:

Please type or legibly print all information.

Attach documentation that supports the Sewer Use Charge Abatement request.

Sign, date, and submit the completed Application for Sewer Use Charge Abatement to the Department of Public Works and Natural Resources, 40 Giddiah Hill Road, Orleans, MA 02653.

If you need assistance in completing this application, please contact:

Mr. Thomas E. Daley, P.E., Director
Department of Public Works and Natural Resources
40 Giddiah Hill Road
Orleans, MA 02653

Telephone: 508-240-3790

E-Mail: tdaley@town.orleans.ma.us

Completed Application for Sewer Use Charge Abatement shall be submitted to the following:

Mr. Scott Walker, Treasurer / Collector
Orleans Town Hall
19 School Road
Orleans, MA 02653

Telephone: 508-240-3700, x 2314

E-Mail: swalker@town.orleans.ma.us

Completed Application for Sewer Use Charge Abatement must be received within thirty (30) calendar days of the date on the Sewer User Charge. Late Applications for Sewer Use Charge Abatement will be returned.

Date _____ Account Number _____

Name of Applicant _____

Mailing Address Street _____
City/Town _____ Zip Code _____

Telephone Number _____

e-Mail Address _____

Name of Property Owner
(If Different than Applicant) _____

Property Address Street _____
City/Town _____ Zip Code _____

Date of Sewer Use Charge _____

Sewer Use Charged _____ Abatement Requested _____

Reasons for Abatement (Use additional pages and/or attach supporting documents, if needed)

Signature of Applicant _____

Signature of Property Owner
(If Different than Applicant) _____

Do Not Write Below This Line

Date of Review _____ Reviewed By _____

Comments (Use additional pages and/or attach supporting documents, if needed)

Recommendation Approve Deny

Signature of Reviewer _____

Board of Water and Sewer Commissioners

Chairman

Vice-Chairman

Member

Member

Member

Associate Member

Associate Member

Date