

**BOROUGH OF RED BANK  
COUNTY OF MONMOUTH  
RESOLUTION NO. 21-237**

**A RESOLUTION ADOPTING AND APPROVING THE BOROUGH'S  
POLICY AND GUIDELINES ON WATER AND SEWER UTILITY  
ACCOUNT CREDITS FOR UNINTENTIONAL WATER USAGE**

**WHEREAS**, the Borough of Red Bank, County of Monmouth, State of New Jersey (the "Borough") operates water and sewer utilities providing public water and sewer service to properties within the Borough's municipal boundaries; and

**WHEREAS**, pursuant to Chapter 695 of the Borough's Revised General Ordinances, the amount billed to property owners' water and sewer utility accounts is determined by the corresponding water consumption at said property, as reported by the Borough's water utility; and

**WHEREAS**, from time-to-time, customers of the Borough's water and sewer utilities experience casualty events and other incidents that result in the unintended usage of water from the Borough's utility systems; and

**WHEREAS**, the Borough has been handling each of the foregoing instances, pursuant to New Jersey law, on an individual basis as such situations may arise; and

**WHEREAS**, the Borough desires to establish written guidelines for credits on all water or sewer utility accounts in the interests of transparency, precedent, and fairness to all customers;

**NOW, THEREFORE, BE IT RESOLVED**, by the Mayor & Council of the Borough of Red Bank, County of Monmouth, State of New Jersey hereby adopt the following Policy on Water/Sewer Account Credits, as follows:

**RED BANK BOROUGH WATER/SEWER UTILITY ACCOUNT CREDIT POLICY**

**Objective:**

To establish guidelines for the review of requests from customers for credits on a water or sewer account stemming from the unintentional over usage of water supplied by the Borough water utility. The governing body and administration are committed to a clear, objective and fair process for responding to requests from customers for credits to water or sewer bills when appropriate. This policy provides the framework for approving such credits.

**Criteria:**

All reviews of potential credits shall be based on the totality of the following criteria:

- A. Unintentional Usage
  1. To be considered for a credit any water usage that considerably exceeds normal usage based on account history must be unintentional, i.e., A plumbing malfunction
  2. The excess usage must be calculated at a minimum of 10,000 gallons over the normal average usage as compared to comparable billing cycles.
  3. Routine lawn irrigation, absent a documented system malfunction, shall not be eligible for any credit.
    - a. The Borough shall make irrigation meters available to customers upon payment of required costs and with installation at the customer's expense.
    - b. Planned, high levels of water usage due to new sodding or seeding shall not be subject to a water or sewer credit. Customers are encouraged to install irrigation meters prior to undertaking such a project.
    - c. Customers planning on utilizing a high amount of water related to filling of a swimming pool must contact the Department of Public Utilities 5 business days in advance if they desire arrangements for a meter reading to avoid excess sewer charges.

B. Credits

1. Credits for unintentional excessive water usage shall only be applied to the sewer costs; at no time shall a credit be issued for the water portion of a bill based on unintentional usage.
2. No credit shall be considered if the property is not equipped with a current, updated meter.
3. Consideration for such adjustments shall only be issued as a credit on the account rather than a reimbursement.
  - a. An exception may be made at the Borough's discretion if the property has been transferred and the account to be credited is no longer active.
  - b. Any credit issued shall be one time only per account. Repeated unintentional uses will not be eligible for a credit.
4. If ownership of the property changes, a subsequent credit for a subsequent occurrence may be considered at the discretion of the Business Administrator.

C. Calculation of Credit

1. In calculating a credit, the average water usage over a typical billing cycle for that account will be compared to the amount of usage under consideration.
2. The calculated overage in gallons of water demonstrated to not have discharged into the sanitary sewer system shall be credited at the current per gallon rate charged in that billing cycle.

D. Procedure

1. To request a water or sewer credit under this policy, the customer must contact the Business Administrator in writing within ten (10) days of the known occurrence leading to the request, or in the event of an undetected issue with thirty (30) days of the end of the billing period in question.
2. Upon determination of the Business Administrator that a credit is to be issued under this policy, the amount of that credit shall be calculated by the Finance Office in coordination with the Director of Public Works.
3. No credit or refund shall be issued until a confirming resolution is adopted by the governing body upon recommendation by the Business Administrator.

	Motion	Yes	No	Abstain	Absent
Councilman Yassin					
Councilwoman Triggiano					
Councilman Ballard					
Councilman Yngstrom					
Councilman Zipprich					
Councilwoman Horgan					

Dated: August 18, 2021