

**TOWN OF NEDERLAND
Boulder County, Colorado**

RESOLUTION 2016 - 24

A RESOLUTION ADOPTING A POLICY CONCERNING UTILITY FEE WAIVER REQUESTS

WHEREAS, the Town of Nederland, Colorado (“Town”) operates a municipal water and wastewater utility and imposes and collects fees and charges in association with the same pursuant to Chapter 13 of the Nederland Municipal Code (“Code”); and

WHEREAS, said Chapter 13 authorizes the Town Board of Trustees (“Board”) to adopt, by resolution, a policy under which a Town utility user may request a waiver of unusually high utility charges resulting from a catastrophic event beyond the user’s control; and

WHEREAS, the Board finds and determines that, under certain conditions, such a waiver may be appropriate and wishes to authorize the requesting and granting of waivers, consistent with the Policy approved by this Resolution.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF TRUSTEES OF THE TOWN OF NEDERLAND, COLORADO:

Section 1. The Utility Fee Waiver Request Policy, attached hereto, is hereby adopted and approved and shall take effect immediately upon approval of this Resolution.

RESOLVED, APPROVED and ADOPTED this 4th day of October, 2016.

TOWN OF NEDERLAND

By: 
Mayor Kristopher Larsen

ATTEST:


Laura Jane Baur, Town Clerk



UTILITY FEE WAIVER REQUEST POLICY
[Adopted October 4, 2016]

A utility customer who receives an unusually high bill due to a catastrophic event beyond the customer's control, such as an unknown water leak or broken pipe, may request relief from the unusually high wastewater charges. For purposes of this Policy, an "unusually high" bill is one on which the billed usage is at least ten (10) times the account's average usage over the previous twelve (12) months.

A utility customer with an unusually high bill, as defined by this Policy, must file his or her request for relief with the Town Treasurer's office, in writing, within thirty (30) days of the issuance of the bill.

The Town Treasurer is authorized to administratively process and approve the request for relief when the amount to be relieved is \$300.00 or less. Relief is authorized for *wastewater* charges only and only for charges *in excess* of the account's most recent twelve (12) month average.

Requests for relief in an amount in excess of \$300.00 require Town Board approval. Additionally, any request from a customer who made a previous request for relief under this Policy within the past three (3) years requires Town Board approval.

Any relief granted shall be credited to the customer's account as soon as practical.