



Sewer Rent Grievance Documentation Checklist

Please submit the documentation below to help us process your Sewer Rent Grievance Application. Documentation should be sent to the Village Manager via mail to 507 Ashford Avenue, Ardsley, NY 10502 or via email to sewerrent@ardsleyvillage.com.

In order for the Village to best evaluate any credit that may be due the property owner after a review of Grievance documentation, we will be utilizing the procedures below which will start with the submission of a grievance form. Credits will only be considered for irrigation and pool filling uses. Pools must be operating with a building department permit and possessing a certificate of occupancy to be considered.

Lawn Irrigation System and Pool

If you use an irrigation system or fill your pool, the Village will consider adjusting the sewer rent on your account for that purpose. We will calculate the average usage for the period of May 1 to September 30 and the average usage for the remainder of the year and calculate the percentage difference. We will then apply a credit based on that percentage difference to the usage for those months.

Alternatively, if you have other documentation directly from a company providing irrigation servicing and/or metering that shows usage for this same period of time that you would prefer we use, we will review that documentation to determine if a different credit is warranted. We will only review one set of documentation, whichever you request, but not both.

This credit will appear on your online account once it is processed but will take effect in the next subsequent billing after all documentation is received and approved by the Village. To request this credit, please provide the following documents:

- Sewer Rent Grievance Form
- A copy of the most recent billing statement from Veolia showing 12 months of water usage.
 - This information is provided on your latest bill you received in the mail.
 - You can also download this statement on your online account with Veolia here, <https://mywater.veolia.us/>
 - Log into your Veolia account, scroll down to the Statements section and access your latest statement.
 - Email or mail this to the address listed above.
- Water usage data from a lawn irrigation system provider showing actual water usage is acceptable so long as data is submitted on a report produced directly by the provider.

Sewer Rent Grievance Collection Timeline

In order to streamline the process and prevent the property owner from having to submit multiple grievances in a year, we are accepting grievances only one time per year which will include the documentation indicated above.

- Starting in the 2021-22 fiscal year and subsequent years, grievances will be accepted and reviewed once per year. Water usage between May 1 and September 30 is eligible for this grievance. Grievance applications as well as supporting documentation must be received by the Village Manager or postmarked between **January 1 and January 15** of each fiscal year. Any grievance applications that are received outside of this date range will not be accepted. Any new grievances approved will result in credits being issued to property owner's Minol accounts following the review and approval of the application and supporting documentation.

Property is on a Septic System

If your property has a septic system and is therefore not connected to the sanitary sewer system, please indicate this on the Sewer Rent Grievance Form and provide us with a copy of the receipt from the company that last serviced your septic system as confirmation. If at some point the property should be connected to the sanitary sewer system, billing will resume.

- ** The Village reserves the right to verify the existence and functionality of lawn irrigation systems and pools to determine grievance eligibility.



VILLAGE OF ARDSLEY
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SEWER RENT ADJUSTMENT REQUEST

D A T E	RECEIVED:	
	REFERRED TO STAFF: / /	REPORT RECOMMENDATION: / /

In accordance with the provisions of [Section 165-22](#) of the Village Code, I hereby make application to the **Village Manager** requesting an adjustment with regards to the attached sewer rent bill:

To Be Completed by Applicant

PROPERTY OWNER NAME (FIRST & LAST)			
COMPANY / BUSINESS NAME		TELEPHONE WORK	
ADDRESS		SUITE / APT.	TELEPHONE HOME
CITY	STATE	ZIP CODE	TELEPHONE MOBILE
E-MAIL			FAX

PLEASE ATTACH A THE FOLLOWING:

- A copy of the most recent Veolia water bill or;
- Water usage data from a lawn irrigation system provider showing actual water usage on a report produced directly by the provider

The grounds of my request for an adjustment are as follows: (✓check appropriate box)

1. That the amount of water consumption reflected on the sewer rent bill(s) is not correct. Please refer this matter to Suez water and provide the Village with documentation that shows that your water usage for the billing period was adjusted.
2. The property has a private septic system and is not connected to municipal sanitary sewer system.
3. That the fee amount in the attached Sewer Rent Bill should be adjusted because a portion of the water consumed during the period indicated on the attached Sewer Rent Bill was not discharged into the Village Sanitary Sewer System. Examples could include lawn irrigation systems and pools. The form of my proof is as follows:
 - An engineering report from a professional engineer licensed in the State of New York
 - Data from an irrigation sub-meter whose operation has been inspected by the Village of Ardsley
 - Affidavit(s) as necessary
 - Other documentary evidence please describe below:
4. Other. Please describe below: _____

(ALL PROOF MUST BE ATTACHED IN SUPPORT OF THE APPEAL)

SIGNATURE OF OWNER:	DATE SIGNED / /
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Requests can be submitted via email to sewerrent@ardsleyvillage.com or via mail to the Village of Ardsley, 507 Ashford Avenue, NY 10502.

FOR VILLAGE OF ARDSLEY USE ONLY

Upon review of the foregoing, the Village Manager of the Village of Ardsley hereby:

- **GRANTS** the application. You will receive an adjustment in the form of a credit on the next bill following this determination. - **DENIES** the application. You have the right to appeal to the Board of Trustees within 15 days of this determination.

SIGNATURE:	DATE SIGNED / /
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