



TOWN OF SALEM
Utility District

ERU Appeal Process

An ERU credit may be requested by properties that are classified as non-residential customers.

- Credit is available for properties that implement best management practices to improve storm water quality by 40% or better. As an example view 'Rain Gardens' at clean-water.uwex.edu/pubs/raingarden.
- Maximum credit available is 50% of current charge.
- To start this procedure a *Request for Adjustment* form must be filled out and submitted to the Utility District. This form available on the previous web page.

An ERU adjustment may be requested by properties that are classified as non-residential customers and feel their ERU charge was calculated wrong.

- Non-residential customers are charged by the amount of impervious (will not allow water to soak in) surface on their property. This calculation was done using aerial photographs.
- A *Request for Adjustment* should be submitted to the Utility District if you do not agree with the amount of impervious surface calculated for your property. This form available on the previous web page.

Upon receipt of a denial of an adjustment and/or credit request, the property owner may within 30 days appeal it to the Town Board.

- A request to be on the Town Board agenda must be filled out. This form is available from the Town Clerk.
- The Town Board shall complete its review within 45 days of the receipt of request to review. The Town Board shall notify the property owner in writing of their final decision.

A complaint may be filed with the Public Service Commission if a property owner disagrees with the Town Boards decision.