

RESOLUTION 2019-04

A RESOLUTION ADOPTING A REFUND AND REIMBURSEMENT POLICY

WHEREAS, The Board of Trustees for the Town of Silverton, Colorado recognized the need for a uniform refund and reimbursement policy in relation to services provided to citizens of the Town;

WHEREAS, the Board has determined through inspection and review that some circumstances require a refund or reimbursement. The Board has determined to be fair and equitable with refunds and reimbursements.

Introduction

A. Statement of Need

The Town of Silverton hereby implements a Refund and Reimbursement Policy for Licenses, Permits, and Leak Forgiveness for the following reasons.

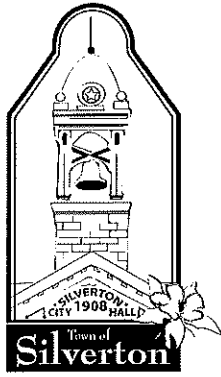
Business License and Vacation Rental Permit Fees

The Town of Silverton accepts application fees for business licenses and Vacation Rental Permits but does not guarantee acceptance or approval of applications. License and permit fees are collected annually by the Town, due January 31st, regardless of length of operation of a business or Vacation Rental. The Town acknowledges that there could be extenuating circumstances that may prevent an applicant from proceeding with a business or Vacation Rental after application fees have been submitted. Such circumstances shall be reviewed on a case by case basis by the Town Administrator to determine eligibility for reimbursement of application fees.

Utility Leak Forgiveness

The Town of Silverton is located in an austere environment and struggles with aging infrastructure in the water and waste water systems. Town residents occasionally experience frozen water and sewer lines, heavy snow volume, and flooding due to naturally occurring environmental hazards unique to our environment. Such circumstances may warrant leak forgiveness for water/sewer accounts experiencing catastrophic leaks.

B. Eligibility Requirements



The following eligibility criteria will be used to determine whether a reimbursement, refund, or leak forgiveness is warranted.

Business License and Vacation Rental Fees

1. Application fee refund request must be submitted within 30 days of receipt of application.
2. Applicant must submit proof of sale or foreclosure of home or business within 30 days of Business License or Vacation Rental permit renewal.
3. Life threatening or debilitating injury or disease which prevents operation of a business or vacation rental occurs.

Utility Leak Forgiveness

1. If double or more of the average usage of the prior 6 cycles is read, the responsible party can apply for "leak forgiveness".
2. The leak situation must be reviewed and accepted as "proven" by the Silverton Public Works Department. This may require investigation of the leak conditions on premises by the Department or by a plumber at the customer's expense.
3. If a leak is "proven", leak forgiveness is applied for and approved based on criteria; the responsible party will pay base rate + 25% of overage.
4. Any denial can be appealed to the Board of Trustees.

C. Program Administrator:

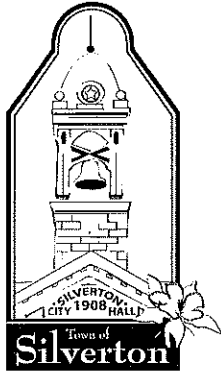
The Reimbursement/Refund & Utility Leak Administrator is the Town Clerk/Treasurer under the direction of the Town Administrator.

D. Location and contact person for the written program:

A copy of this written Reimbursement/Refund & Utility Leak Policy is available, upon request, to residents of the Town of Silverton, or their designated representatives. A copy of this written Reimbursement/Refund & Utility Leak Policy will be kept at Town Hall 1360 Greene St. Silverton, CO 81433.

E. Notice

Residents and Business Owners wishing to receive reimbursement or refund for their Business License, Vacation Rental Permit, or Utility Leak forgiveness shall submit a written request for such



reimbursement or refund to the Town Clerk/Treasurer at Silverton Town Hall 1360 Greene St. Silverton, CO 81433.

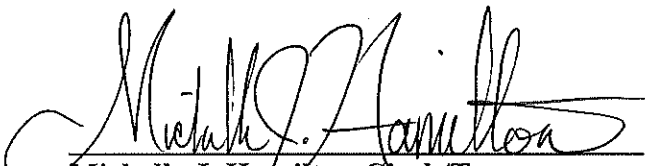
I. Purpose

The purpose of this policy is to protect Town of Silverton residents and business owners in extenuating circumstances. This policy is designed to provide an equitable and reasonable fee system for doing business in and receiving services from the Town of Silverton.

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

THIS RESOLUTION was approved and adopted the 28th day of May, 2019 by the Board of Trustees of the Town of Silverton, Colorado.

Attest:


Michelle J. Hamilton Clerk/Treasurer


Christine M. Tookey Mayor