



Bolton Lakes Regional Water Pollution Control Authority

Refund Policy

General Policy

Refunds are issued only in specific situations and must be requested in writing and send via mail to Bolton Town Hall, 222 Bolton Center Road, Bolton, CT 06043.

If a ratepayer chooses to prepay future installments (for example, January and April), they are advised that these payments remain with the property and will not be refunded, even in the event of a property sale. Any necessary adjustments should be handled at closing.

Acceptable Reasons for Refund Requests

Refunds may be considered only under the following circumstances:

- Duplicate payment for the same bill.
- Payment made to the wrong account or property.
- Clerical or billing error by the Town.
- Adjustment authorized by the BLRWPCA or Vernon Tax Collector.


Authorization and Approval

- All refunds will be reviewed, approved, and signed by the Sewer Administrator.
All refunds issued by the Sewer Administrator will be reported to the Board at its regular meeting.

Processing

Once approved, refunds will be processed through the **Vernon Tax Collector's Office**. Refunds are issued to the original payer unless otherwise required by law or supported by closing documentation.

Effective Date: 10/30/2025

Approved by: 

Robert Morra, BLRWPCA chair.