



Memorandum

To: Select Board

From: William Chenard, Deputy Town Administrator - Operations

Date: Tuesday, January 21, 2020

Re: Abatement Request – 12 Tech Circle

There are several reasons where an abatement is granted by policy. They include;

- 1) billing error where a data entry or clerical error occurs
- 2) final bill crossover
- 3) a meter malfunction where testing proves the error.
- 4) the sewer portion of a water & sewer bill where it has been demonstrated to the Deputy Town Administrator for Operations' satisfaction that uncharacteristic elevated water usage during a particular billing period did not result in the water entering the sewer system; i.e. an outside leaky faucet, a burst heating pipe.
- 5) A user fills their swimming pool without an irrigation meter. An abatement of the water and sewer charges may be granted by calculating the average use for that quarter and billing the excess water used at irrigation rates. The abatement can only be granted where it has been demonstrated to the Deputy Town Administrator for Operations' satisfaction that an irrigation meter has been installed for future use.
- 6) The toilet was leaking and the water did flow into the sewer system. An abatement of the water and sewer charges may be granted by calculating the average use for that quarter and billing the water and sewer units used at the lower tier. The abatement can only be granted where it has been demonstrated to the Deputy Town Administrator for Operations' satisfaction that the proper repairs have been made to the toilet to prevent future excess use.
- 7) A user installs an irrigation system and was not told by the installer that the town uses irrigation meters and therefore an irrigation meter would be required to avoid paying sewer charges. The owner has subsequently installed an irrigation meter. An abatement of the water and sewer charges may be granted by calculating the average use for that quarter and billing the excess water used at irrigation rates.

The abatement review did not identify any of these reasons. The request indicated that the building was vacant and under construction. The meter readings are sequential and confirmed

by staff. I denied the application. An applicant can appeal that decision to the Water and Sewer Commissioners (Select Board).

The Board can grant an abatement, however typically does not without additional information indicating that the original decision was made in error.

The Board did grant an abatement once where a hardship was demonstrated by the applicant. I will be in attendance at your meeting to answer any questions or provide additional information.