

## MEMORANDUM

**TO:** Jonathan Freedman, Chair, Select Board  
**FROM:** Jamie Errickson, Deputy Town Administrator, Operations  
**CC:** Melissa Malone, Town Administrator  
**DATE:** September 25, 2020  
**RE:** **Water/Sewer abatement request:** William Kourtis/LILI Realty Trust

---

This memo provides additional context and explanation regarding the recent abatement provided to Mr. William Kourtis for property at 25 West Central Street. Mr. Kourtis received a quarterly water/sewer bill on August 1, 2020 for \$15,018.73 (usage 607 units) and applied for an abatement on August 3, 2020, noting a running toilet that was fixed. Upon review of the abatement request and demonstration that repairs were made to the toilet to prevent future issues, an abatement was offered in the amount of \$1,513.89.

Per the Water and Sewer Bill Adjustment/Abatement Policy item #2E, in the case of a leaking toilet where 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.”* To complete this calculation, staff determines the average use for the quarter by averaging the prior three years of water bills for the same quarter. This average correlates to a lower tier from which an updated water/sewer charge is calculated utilizing the original bill’s usage. The difference between the charge using the lower tier and the charge from the original bill is the amount abated, per the policy.

In this case, the quarterly water bill usage is 607 units. The average rate of the prior three years is 21 units. A bill for the usage of 607 units, but utilizing the average use rate for 21 units, calculates to \$13,504.84, a difference of \$1,513.89 from the original bill, which is the amount of abatement offered.

Mr. Kourtis has decided to appeal the abatement decision, which is a ratepayer’s right under Item #4 of the abatement policy. The policy limits my ability to offer abatements above what is provided for in the abatement policy. As the Water & Sewer Commissioners for the Town, the Select Board has the authority to uphold or overturn my decision, or make a separate determination as the Board determines is appropriate.