

WATER & SEWER BILL
ADJUSTMENT/ABATEMENT
POLICY

The Board of Selectmen, acting in their capacity as the Water & Sewer Commissioners, have established the following policy for the abatement/adjustment of water & sewer bills:

- 1) All requests for abatement/adjustment of water & sewer bills shall be referred to the Deputy Town Administrator for Operations.
- 2) The Deputy Town Administrator for Operations, may, with the approval of the Town Administrator, abate or adjust a water/sewer bill for the following reasons;
 - a) a billing error where a data entry or clerical error occurs.
 - b) a meter malfunction where testing proves the error.
 - c) 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.
 - d) 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.
 - e) 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.
 - f) 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 can only be granted where it has been demonstrated to the Deputy Town Administrator's satisfaction that an irrigation meter has been installed for future use.
- 3) The Deputy Town Administrator for Operations shall decline to grant any request for an abatement/adjustment of a water & sewer bill except as provided in Item 2 and the ratepayer shall be so notified.
- 4) The ratepayer shall be notified in writing by the Deputy Town Administrator for Operations of the ratepayer's right to appeal to the Board of Selectmen any decision of the Deputy Town Administrator for Operations on a request for an abatement/adjustment of a water & sewer bill.

- 5) On a quarterly basis the Deputy Town Administrator for Operations shall provide the Board of Selectmen a written list of all abatements/adjustments granted during the quarter.

NATICK BOARD OF SELECTMEN

Richard Jennett Jr., Chairman

Nicholas S. Mabardy, Vice-Chairman

Jonathon Freedman , Clerk

John Connolly

Susan Salamoff

Established: June 21, 2004
Amended: December 16, 2013
Amended: October 16, 2016