

August 19, 2020

FOR: Natick Select Board
13 East Central St,
Natick, MA 01760

FROM: Andrew and Erin Sibley
13 Hudson Street
Natick MA 01760

SUBJECT: Water & Sewer Bill Adjustment/Abatement Request Appel – Account #1043910

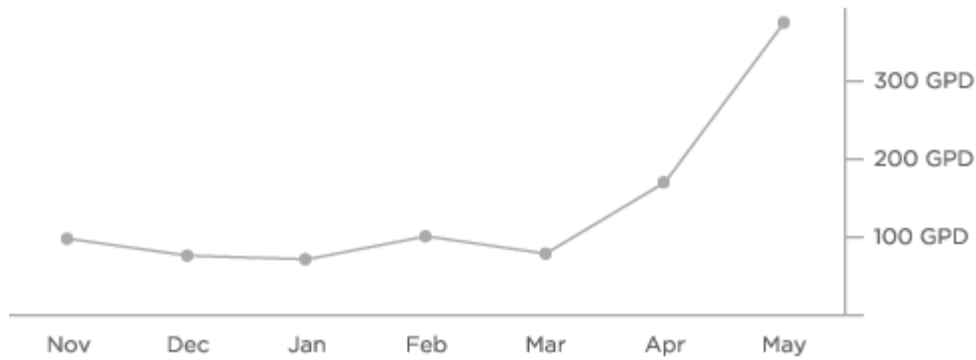
Members of the Natick Select Board,

We are asking that you please consider this appeal to the August 17, 2020, decision by the Deputy Town Administrator of Operations for a water & sewer bill adjustment/abatement on the sewer portion of our water and sewer bill for the period 04/01/2020 to 07/01/2020. The reason we are requesting this is because we had a new lawn seeded on March 20, 2020, and most of the approximately 400% increase in water usage was for irrigation of the new lawn, which did *not* go into the sewer system. Please consider applying the irrigation rate to the approximately 24,934 gallons of water used for irrigation of our lawn during this period, rather than the sewer rate.

The Natick Water & Sewer Bill Adjustment/Abatement Policy (amended October 16, 2016) states that the sewer portion of a water and sewer bill may be adjusted “where it has been demonstrated . . . that uncharacteristic elevated water usage during a particular billing period did not result in the water entering the sewer system.” (Water & Sewer Bill Adjustment Policy, section 2(c)).

We had a new lawn install on March 19. We began watering the lawn about a week after that, and have continued watering until we received the recent water and sewer bill on August 1, 2020. The bill is for 2021 Water and sewer (cycle #11) from 4/01/2020 to 07/01/2020. We received an Irregular Water Use notice from the Natick Department of Public Works on May 4 indicating that our “water use increased significantly during the period of April 2, 2020 to May 1, 2020,” and that our “use averaged 374 gallons per day.

As you can see in the chart below (provided by the Natick Water Division in the irregular Water Use notice), our water use averaged approximately 100 GPD in March, and rose sharply to an average of 374 GPD in the period April 2, 2020 to May 1, 2020.



Furthermore, looking at our bills for the past two years of water and sewer usage, you can see that our usage during the 04/01/2020 to 07/01/2020 period is significantly higher, even when compared to prior years during the same monthly period.

Date of bill	Water/Sewer Usage	Cost
08/01/2020	62	\$1,235.86
05/01/2020	14	\$133.16
02/01/2020	10	\$81.00
11/01/2019	10	\$81.00
08/01/2019	11	\$94.04
05/01/2019	6	\$48.62
02/01/2019	9	\$74.43
11/01/2018	11	\$90.18

It is reasonable to conclude that this increase is almost entirely due to the increased irrigation we have been doing for the new lawn. The increase in water usage directly correlates to the installation of our new lawn (we can provide documentation from the landscaping contractor about project conclusion if needed). Therefore, the increase in water usage for the billing period from April 1, 2020, to July 1, 2020, was approximately 274 GPD (374 GPD currently – 100GPD baseline that we had before the new lawn was installed). The billing period in was 91 days long. $274 \text{ GPD} \times 91 \text{ days} = \text{a total of } 24,934 \text{ gallons of water used exclusively for irrigation during this period.}$

We are requesting an abatement of our bill on the 24,934 gallons of water that we are being charged the sewer rate for, because we used that were used for irrigation of our lawn, and it did not go into the sewer system.

We are asking that you please consider an adjustment/abatement on the sewer portion of our water and sewer bill, as it is unreasonable to assume that the almost 400% increase in water usage would have gone into the sewer system after having had an entirely new lawn seeded during the same period.

Thank you,

Andrew and Erin Sibley

13 Hudson Street, Natick MA

Phone: 978-766-8413

andrewsibley14@gmail.com