

Brendan Cain  
190 Mill Street  
Natick MA, 01760

September 29, 2021

Town of Natick  
13 East Central Street  
Natick, MA 01760

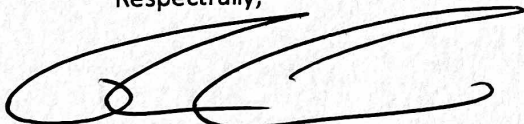
**RE: Application for Water and Sewer Abatement or Adjustment**

To the Town of Natick's Treasurer/Collectors Office:

I am writing this letter to dispute the charge of \$1699.45 for our quarterly water/sewer bill dated August 11, 2021. The account number associated to this charge is 1082470 with listed bill number 18841. On December 8, 2020, my wife and I closed on our first home within the town of Natick. Previous to this, we had been renting in Watertown for the last nine years. As with most things in life, being a first time homeowner has come with great joys as well as challenges. During mid-August, we received our third water/sewer bill from the town. We immediately contacted the town's water and sewer division to ensure this was the correct bill for our residence and we were assured it was. We subsequently registered for the Natick Water Smart Program to track our water usage and investigate what led to such a large bill.

Upon reviewing the website and bill, it revealed that our in ground irrigation system was responsible for \$1542.65 of the total. While reviewing the towns Water Smart website, we were also made aware of the town's current policy regarding non-essential outdoor watering. My wife and I were unaware of the settings regarding the previously installed irrigation system and did not realize it had been running every morning well before we woke up to start our day. Additionally, being first time homeowners, we were unaware of how to track and keep up with town mandates, alerts and policies. While we accept that ultimately the water was used on our behalf, we are asking for a one time concession. The irrigation was immediately deactivated and has not been utilized since. I would also like to apologize for the staleness of this letter. On August 27<sup>th</sup>, we welcomed our first born son into the world five weeks early and life has been hectic but wonderful since. We are grateful for your time and consideration in reviewing this dispute.

Respectfully,

A handwritten signature in black ink, appearing to be 'Brendan Cain', written over a horizontal line.

Brendan Cain