

**WATER & SEWER BILL  
ABATEMENT/ADJUSTMENT  
POLICY**

The Select Board, acting in their capacity as the Water & Sewer Commissioners of the Town of Natick, have established the following policy for the administrative abatement/adjustment of water & sewer bills.

Policy:

- 1) The Deputy Town Administrator for Operations may 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 as confirmed by the Department of Public Works. The adjusted water/sewer charges shall be calculated based on the average usage of the preceding three years of that billing cycle.
  - c) an uncharacteristic elevated water/sewer usage where it has been confirmed by the Department of Public Works that the Town of Natick was responsible for the elevated usage. The adjusted water/sewer charges shall be calculated based on the average usage of the preceding three years of that billing cycle.
  - d) a failure of a facility necessary for habitation or use of a property (i.e. an outside leaky faucet, a burst heating pipe, or similar) where it has been demonstrated by the property owner 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.

If this occurs, the water portion of a water/sewer bill shall not be abated, but the sewer portion of a water/sewer bill shall be abated based on the average usage of the preceding three years of that billing cycle.

Facilities necessary for habitation shall not include items such as irrigation systems, pools and/or other similar accessory facilities that are not part of the systems necessary for habitation of a property. Ratepayers are encouraged to install a separate irrigation meter for such facilities.

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 this Section.

- 2) Completed applications for water & sewer adjustments/abatements, inclusive of all supporting materials, shall be filed with the Treasurer/Collectors Office within 60 days of the billing statement that is the subject of the request. A copy of the application is available on the Town's website or by contacting the Collector/Treasurers Office.
- 3) The Deputy Town Administrator for Operations shall provide the ratepayer with a written determination of the adjustment/abatement request within 45 days of receipt of an application. If no such written determination is provided within the 45-day timeframe, the application shall be considered declined and the ratepayer shall have the right to appeal to the Select Board as provided for in this policy.

- 4) The ratepayer shall have the right to appeal to the Select Board any decision of the Deputy Town Administrator for Operations regarding a request for an abatement/adjustment of a water & sewer bill, or in the event such request is deemed declined as provided for in this policy.

Such appeal must be submitted in writing to the Select Board, inclusive of the reasons for the appeal of the decision, a copy of the original application submitted with supporting materials, and a copy of the written determination from the Deputy Town Administrator for Operations, if applicable.

Materials must be submitted within 14 days of the date of the decision of the Deputy Town Administrator for Operations, or in the absence of a written decision, within 14 days of the expiration of the decision period noted in this policy.

- 5) Neither the Deputy Town Administrator for Operations nor the Treasurer/Collectors office have the authority to waive or adjust interest/finance charges, late fees or penalties. Ratepayers are encouraged to pay any and all contested bills on or before the due date of the bill to avoid these charges, fees and penalties.

Effective: July 1, 2021

NATICK SELECT BOARD



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Karen Adelman-Foster, Chair



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Richard Jennett, Jr., Vice-Chair



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Michael J. Hickey, Jr., Clerk



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Susan G. Salamoff



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Paul R. Joseph

*Established: June 21, 2004*  
*Amended: December 16, 2013*  
*Amended: October 16, 2016*  
*Amended: May 19, 2021*