



**Application for Water & Sewer Abatement or Adjustment**  
**Town of Natick**  
**13 East Central Street**  
**Natick, MA 01760**

Name \_\_\_\_\_ Service Address \_\_\_\_\_

Account # \_\_\_\_\_ Bill # Disputed \_\_\_\_\_ Bill Date \_\_\_\_\_

Email Address \_\_\_\_\_ Telephone # \_\_\_\_\_

**RATEPAYERS ARE ENCOURAGED TO PAY THE BILL IN FULL TO AVOID INTEREST & PENALTIES**

Reason for Abatement/Adjustment (Please refer to policy on reverse side)

\_\_\_\_ 1(a)                      1(b)\_\_\_\_                      1(c)\_\_\_\_                      \_\_\_\_ 1(d)

Explanation for Abatement/Adjustment Request (Please refer to the reason checked above)

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Was the Water & Sewer Division notified?    \_\_\_\_yes    \_\_\_\_no

If yes, have they visited the property \_\_\_\_\_

Are you enrolled in the Natick My360 program? \_\_\_\_yes    \_\_\_\_no

If no, please visit <https://www.natickma.gov/1918/Water-Usage> to enroll

Supporting documents are required (i.e. plumbing repair receipts, usage reports, pictures of the issue and work completed ect.) An application lacking substantiating material will be considered incomplete and denied.

Applicant's signature \_\_\_\_\_ Date \_\_\_\_\_

**COMPLETED APPLICATIONS MUST BE SUBMITTED TO THE TREASURER/COLLECTOR'S OFFICE  
WITHIN 60 DAYS OF THE BILLING DATE**

WATER & SEWER BILL  
ADJUSTMENT/ABATEMENT  
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 Town Administrator (or their designee) may abate or adjust a water & sewer bill for the following:
  - 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 satisfactorily demonstrated by the property owner that uncharacteristic elevated water usage has been remediated. The property owner can demonstrate this through submitting documentation confirming repairs and applicable photos.
    - i) If this occurs, the units in excess of the highest preceding three years of that billing cycle, will be abated to the lowest Tier.

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

The Town Administrator shall decline to grant any request for an abatement/adjustment of a water & sewer bill except as provided in this Section. The ratepayer shall have the right to appeal to the Select Board any decision of the Town Administrator regarding a request for an abatement/adjustment of a water & sewer bill.



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Richard Sidney, Clerk

*Adopted: 1/21/04  
Amended: 11/13/24, 2/5/24, 5/19/21, 10/16/16, 12/16/13*

**Procedure:**

- 1) Completed applications for water & sewer adjustments/abatements, inclusive of all supporting materials, shall be filed with the Collector/Treasurer's 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/Treasurer's office.
- 2) The Town Administrator shall provide the ratepayer with a written determination of the adjustment/abatement request within 30 days of receipt of an application. If no such written determination is provided within the 30-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.
- 3) The ratepayer shall have the right to appeal to the Select Board any decision of the Town Administrator 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 the procedures.

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

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

- 4) Neither the Town Administrator nor the Collector/Treasurer's 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.