Board of Selectmen

Policy Number:	BOS-FIN-007
Policy:	Policies and Regulations for Abatement of Water and Sewer Charges
Date Approved:	May 11, 2004
Date Revised:	June 24, 2008
Approved:	_____Chairman, Board of Selectman

Policy:

1. **Administrative Abatements** Upon the recommendation of the Director of Public Works, the Town Manager may abate charges for water and/or sewer services for the following reasons: excessively high estimated bill, billing error, or meter reading error. Requests for abatement may be accepted up to one year after the billing of the disputed charge.

2. **Board of Selectmen Abatements** The Board of Selectmen may abate charges for water and/or sewer services for the following reasons: incorrect billing resulting from faulty operation of the Town's equipment; water/sewer billing based on a single billing period of 100 days or longer; sewer billing based on accidental water loss; or due to extenuating circumstance. Ratepayers who receive an incorrect bill resulting from faulty operation of the Town's equipment will be responsible for payment of recalculated water and/or sewer bill (i.e. non-billed consumption) for the prior three years. All charges before that date will be abated. Requests for abatement may be accepted up to one year after the billing of the disputed charge.

Procedures:

1. **Administrative Abatements** If a request meets the policy criteria for abatement due to billing error, meter reading error or estimated billing, the Director of Public Works will make a recommendation to the Town Manager. If the Town Manager agrees to abate charges, the DPW will notify the customer in writing and credit the customer's account for the abatement amount. If abatement is denied, the DPW will so notify the customer in writing.

2. **Approval – Board of Selectmen Abatements** If a request meets the policy criteria for abatement due to equipment failure, improper billing period, accidental loss of water, or other extraordinary circumstance, the Director of Public Works will make a recommendation to the Board of Selectmen. If the Board votes to abate charges, the DPW will notify the customer in writing and credit the customer's account for the abatement amount. If abatement is denied, the DPW will so notify the customer in writing.

3. **Documentation** Supporting documentation for abatement of water and sewer charges will be retained for two years following approval/denial.

4. **Right of Appeal** A customer who disagrees with the determination of the Director of Public Works or Town Manager may address a letter of appeal to the Board of Selectmen, in care of the Town Manager.