



CITY OF NEWBURYPORT

NEWBURYPORT WATER AND SEWER COMMISSION WATER & SEWER APPLICATION FOR ABATEMENT

Water and Sewer Abatement Policy

The City of Newburyport Board of Water and Sewer Commissioners will consider a request for abatement from an abnormally high water and sewer bill caused by an accidental water release that **cannot reasonably be prevented**. The policy will establish a one-time abatement within a ten (10) year period for up to one half of the excess water consumption above normal consumption.

Definitions

Accidental water release: Means water released from well-maintained plumbing system beyond reasonable past history usage and water was not planned to increase.

Cannot reasonably be prevented: Means regular plumbing maintenance is current and expected release was not foreseen and could not have been prevented.

Normal consumption: Is the consumption planned and is consistent with the average monthly usage over the last year.

Water Release Abatement Eligible

- A one-time pool fill or pool liner replacement within a ten (10) year period for a new pool when water can be proven to not have entered the sewer system. Only the sewer charges are eligible for abatement.
- Ruptured pipe or water system within the property that was not expected and not caused by poor property maintenance, and water did not enter the sewer system.

Water Release Abatement Not Eligible

- Leaky toilet or plumbing fixtures.
- Challenges due to water meter reading.
- Due to property liens, sales, foreclosures or any property oversight negligence.

Requirements to Apply for Abatement

- All charges and payments on the account are current and paid.
- Disputed charges paid in the amount equal to the prior year's amount billed during the same consumption period.
- In the event there is no prior year history, the payment amount is calculated based on the number of occupants and the industry average per occupant.
- Allowed only within 30 days after the issuance of the bill in dispute.
- Proof the accidental release is fixed and no longer releasing water, with copy of the bill from a licensed plumber that includes a detailed description of the repair.
- Applications received after 30 days of the bill date will be denied.

Procedure to Apply for Abatement

- Complete the Water and Sewer Bill Abatement Application attached to this policy
- Return the Bill Abatement Application and all supporting documents to the Department of Public Services(DPS) Water and Sewer Business Office at the below location.

DPS – Water/Sewer Business Office
PO Box 880
16C Perry Way
Newburyport, MA 01950
wsbilling@cityofnewburyport.com

Abatement Decision Process

- Applicants will receive written notification of the Water and Sewer Commission's decision to grant or deny the application for abatement.
- Applicants will have 15 days to appeal the decision and have the right to appear before the Board of Water and Sewer Commission's next scheduled Public Meeting.
- If the applicant does not respond with 15 days of the written decision, the decision will be considered final.
- Applicant will have 30 days to pay the balance of the contested bill without any interest charge.



CITY OF NEWBURYPORT

NEWBURYPORT DEPARTMENT OF PUBLIC SERVICES WATER/SEWER APPLICATION FOR ABATEMENT

Name: _____ Phone: _____
Address: _____ Acct #: _____

Email Address: _____

This application is for abatement of Bill #: _____ Bill Date: _____

Please state the reason(s) for the abatement request and attach supporting documentation.

✓ Please refer to the Water and Sewer Abatement Policy

Please Note: Applicant may be asked to submit supplementary information and documentation to support the application for abatement.

Signature of Applicant: _____ Date: _____

----- OFFICE USE ONLY -----

Date Received: _____ Water Request: \$ _____ Sewer Request: \$ _____

Staff Review and
Recommendation:

FOR COMMISSION USE ONLY

Abatement Approved: ☐

Abatement Denied: ☐

COMMISSION CHAIR SIGNATURE: _____

DATE: _____