PLEASE READ THE FOLLOWING CAREFULLY:

The intent of this policy is to establish a one-time water and/or sewer abatement during any ten-year period. Approved abatements will apply to half of the excess water consumption metered above normal consumption due to accidental or unpreventable water release.

Deadline for applications for abatement is within fifteen days after the issuance date of the bill in dispute. Applications are reviewed by the Water and Sewer Staff and subject to final approval by the Water and Sewer Commission. Please allow up to eight weeks for a final decision on an abatement request.

Abatement requests must meet the following criteria to qualify for consideration:

- All charges on account are current.
- Disputed charges paid in the amount equal to the prior year’s amount billed in the same period.

Please Note: In the event of no prior year history, the payment amount is calculated based on the number of occupants and the industry average per occupant. No interest is assessed on the unpaid balance of the disputed charges during the abatement consideration process.

Applicants are notified in writing of the Water and Sewer Commissions determination. Applicants may appeal the decision within fifteen days of the date of the written notification and have the right to appear before the Water and Sewer Commission. If an applicant does not respond within fifteen days, the Water and Sewer Commissions decision is considered accepted. The applicant has thirty days to pay the balance on the contested bill. No interest is assessed if the unpaid balance on the bill is received within thirty days of the written notification.

PLEASE RETURN COMPLETED APPLICATION AND SUPPORTING DOCUMENTS TO:

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

- For Leaks: Include vendor invoices indicating the leak was found and the appropriate repairs were made.
- New Pool Fill: Include documentation indicating the size of the pool (dimensions), number of gallons and cost to fill the pool.

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

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

Signature of Applicant: ________________________________ Date: ________________

Date Received: ________________ Water Request: $ ____________ Sewer Request: $ ____________

Staff Review and Recommendation:

_________________________________________________________

_________________________________________________________

_________________________________________________________

Submitted to Water Commission: ________________ Date: ________________

Water Commission Approved: ________________ Denied: ________________

Submitted to Sewer Commission: ________________ Date: ________________

Sewer Commission Approved: ________________ Denied: ________________