

AUBURN WATER DISTRICT
75 CHURCH STREET – PO BOX 187 – AUBURN MA 01501
(508) 832-5336 FAX (508) 832-5338

Commissioners

Joseph V. Miller III-Chairman
Terrence J. Hastings-Vice Chairman
Alexander L. Spanos

Clerk

David P. Doherty
Treasurer
Philip R. Shea Jr.

Superintendent

Gregory Woods

APPLICATION FOR WATER ABATEMENT

1. All appeals to a water bill must be made in writing within 30 days of the issued Bill Date.
2. Applicants must notify the District by phone or e-mail that an appeal is being made.
3. It is suggested that the applicant pay the bill to avoid late fees during abatement process, as these will not be abated.
4. Please see the attached Abatement Policy for criteria and complete details.
5. Mail to Auburn Water District, PO Box 187, Auburn, MA 01501 or deliver to 75 Church Street, Auburn.

ABATEMENT REQUESTED FOR:

Location of property: _____

Property owner name: _____

Mailing address: _____

Telephone: _____

Account #: _____ Bill #: _____ Bill Date: _____

REASON FOR ABATEMENT:

Please attach a letter of explanation, if needed, and receipt of work completed to remedy the situation.

SIGNATURE: _____ **DATE:** _____

Department Use Only

Date Received: _____ Commission Vote Date: _____

Water Commission Vote: Approval Denial

Reason / Comment:

Auburn Water District Abatement Policy

Adopted: December 20, 2022

The Auburn Water District recognizes that a high-water bill resulting from an accidental, unpreventable water release can present financial hardship to a customer. While most water releases are preventable, there are certain circumstances when an accidental water release cannot be prevented.

The intent of this policy is to allow consideration of one abatement per account once every five (5) years due to accidental, unpreventable water leakage. This policy only applies to leaks that have occurred within any previous, immediate three (3) month period. All water that passes through the meter will be charged to the property owner. Estimated bills will not be eligible for an abatement as they are based on previous actual readings.

In the event the abnormally high consumption has occurred due to accidental, unpreventable water leakage not caused by customer negligence, ignorance or unfortunate circumstances, as determined by the District, the District shall consider on a case-by-case basis, a one-time abatement, per account, using either of the following criteria:

- the charge for the excess water used shall be billed at the lowest tiered billing rate, or
- the amount of water used above the average of at least the previous three years' consumption history (for similar billing periods), billed at the previously achieved tiered billing rate.

All appeals to water bills must be submitted in writing within 30 calendar days of the utility bill date. Failure to make a timely request shall be a waiver of the customer's right to seek abatement. The request must state the reason for the abatement request and the burden of proof for the abatement shall rest upon the applicant. Customers seeking an abatement of charges due to a leak must submit repair invoices and proof of payment with their application.

No application for abatement will be accepted on any account unless all amounts due on that account, including penalties, for all billing periods prior to the contested period covered by the abatement application have been paid in full. Customers are encouraged to pay the contested bill on or before the due date to avoid late charges. A customer's inability to pay a water bill shall not be grounds for abatement under this policy.

Abatement requests will be scheduled for the next regularly scheduled Board of Commissioners meeting. Should all or part of an abatement application be granted, any reimbursement to the customers, at the customer's option, would be credited against future bills.

Abatement applications can be mailed to:
Auburn Water District
PO Box 187
Auburn, MA 01501

Or dropped off at the District Office, located at:
75 Church Street
Auburn, MA 01501