



PLEASE READ BEFORE SUBMITTING AN APPLICATION FOR ABATEMENT OF WATER CHARGES

CHECK FOR LEAKS

Here are some suggestions for checking for leaks:

- Place food coloring in the tank of your toilet. Let the water sit for several hours. If any of the food coloring seeps into the toilet bowl, then you have a leak in your toilet. Do this several times, as there could be an intermittent leak, whereas the toilet is flushed one time and the flapper seals properly, but the next time it is flushed, it does not seal properly.
- Check all the faucets and shower heads throughout your house and make sure that there are no drips.
- Take a reading off your meter when you know that there will be no water used for an extended period of time, possibly before you leave for work in the morning or before bed. Make sure all faucets in the house are turned off. Read the meter again after several hours. If the meter has moved at all, that means there is water passing through it and you have a leak somewhere.
- Make sure there are no leaks on your outside faucets or underground sprinkler if you have one.
- Have a plumber check for leaks

It is a good idea to keep a notepad next to your meter to keep a log of your meter readings.

If you eliminate the possibility of any leaks you may request to have your meter tested. Based on the Rules & Regulations, Section B:3 (page 12):

“The accuracy of the meter on any residential property will be tested by the Water Department, upon written request of the owner. Testing is performed according to AWWA Standard C700. If, on such test the meter is found to register under or over two percent more water than actually passes through it, the meter will be replaced. The water bill for the current period will be adjusted in accordance with the result of the test. If, however, it appears that the consumer was charged or has paid for less water than they should have, then the meter will be replaced, they shall not be charged with the additional amount, but will be charged the expense of the examination and test (Refer to Chapter 40, Section 39I of the Massachusetts General Laws), plus labor and administration costs.”

Should the results of the test fall within 2% of accuracy, then cost of the meter test is \$85.27. If you wish to have your meter tested, please call the DPW Administrative office at 978-658-4711 to schedule an appointment. Arrangements to reinstall or replace the original meter must be made at the time the meter is pulled and take place within 2 days of the meter test.

After these measures have been taken, if you still wish to appear before the Water & Sewer Commission, please contact this office at 978-658-4711.

For Collector's Office use only

2020 -

Print Application # IN RED INK

THE COMMONWEALTH OF MASSACHUSETTS



**TOWN OF WILMINGTON
WATER & SEWER COMMISSION**

For Collector's Office use only

Received Date Stamp

APPLICATION FOR REVIEW/ABATEMENT OF WATER & SEWER CHARGES

INSTRUCTIONS: Complete ENTIRE application. Please print or type. Thank you.

A. RATEPAYER INFORMATION

Name(s) of applicant(s):

Last Name,

First Name

M.I.

Status of Applicant:

☐ Owner (please indicate date you acquired title to property): ____/____/____.

☐ Administrator/Executor of Deceased Owner

Please indicate Name of Deceased Owner: _____

☐ Other (please explain): _____

Mailing Address:

Telephone No. _____

Email: _____

No. Street

City/Town

State

ZIP

B. SERVICE LOCATION/INFORMATION

Acct No. _____ Service Address: _____

C. REASON(S) REVIEW/ABATEMENT IS BEING SOUGHT

Please explain, in detail, why you believe your charges are incorrect:

Please attach additional sheet(s) if more space is needed, and please also attach any supporting documentation

D. SIGNATURES

Signed on this _____ day of _____, 20____ under penalties of perjury.

Signature of Applicant: _____
(If applicant is a corporation or other business entity, signature of authorized officer)

(print or type)

Print Name

Title of Officer

If signed by an agent, please attach a copy of written authorization to sign on behalf of applicant

FILING THIS APPLICATION DOES NOT STAY THE COLLECTION OF CHARGES. TO AVOID POSSIBLE LOSS OF APPEAL RIGHTS, THE ADDITION OF PENALTIES TO THE BALANCE DUE, OR WATER/SEWER LIENS ON YOUR PROPERTY PLEASE MAKE FULL PAYMENT.

RATEPAYER INFORMATION ABOUT REVIEW/ABATEMENT PROCEDURE

REASONS FOR REVIEW/ABATEMENT. Abatement is a reduction in the charges billed for water and/or sewer consumption for the calendar quarter. To dispute your recorded usage, the charges billed, or to correct any other billing problem that caused your bill to be higher than you believe it should be, you must apply for review/abatement of your charges.

WHO MAY FILE AN APPLICATION FOR REVIEW/ABATEMENT. You may file an application for review/abatement if you are:

- The owner of the service location at the time of billing, or a subsequent owner of the service location after the time of billing.
- The administrator (administratrix), or executor (executrix) of the estate of an owner of the service location.
- A tenant paying rent who is obligated by a rental agreement to pay for water and/or sewer charges.
- A person having an interest in, or possession of, the service location; or
- A mortgagee if the proper owner neglects, or refuses, to apply.

In some cases, you must pay all or a portion of the charges before you can file for review/abatement.

WHEN AND WHERE APPLICATION MUST BE FILED. Your application must be filed with the Office of the Town Collector on or before the due date for the charges being disputed. **IF YOUR APPLICATION FOR REVIEW/ABATEMENT IS NOT TIMELY FILED YOU MAY LOSE YOUR RIGHT TO APPEAL. TO BE TIMELY FILED, THIS APPLICATION MUST BE (1) RECEIVED BY THE OFFICE OF THE TOWN COLLECTOR ON OR BEFORE THE FILING DEADLINE OR (2) MAILED BY UNITED STATES MAIL, FIRST CLASS POSTAGE PREPAID, TO THE PROPER ADDRESS OF THE OFFICE OF THE COLLECTOR ON OR BEFORE THE FILING DEADLINE AS SHOWN BY A POSTMARK MADE BY THE UNITED STATES POSTAL SERVICE.**

PAYMENT OF CHARGES. Filing an application for review/abatement does not operate to stop the collection of your charges. In many cases, you must pay the charges when due in order to appeal the Town's final disposition of your application. Failure to pay the charges billed when due may also subject you to penalties and further collection action. To avoid any loss of rights or additional charges, you should pay the charges as billed.

FINAL DISPOSITION. Upon filing for review/abatement of your charges, you may be asked to provide written information about the service location and permit the Town to inspect it. Failure to provide the information or to permit an inspection within thirty (30) days of the request may result in the loss of your appeal rights.

The Town has three (3) months from the date your application is filed with the Office of the Town Collector to act, unless you agree, before that time period expires, to extend it for a specific additional period of time. If the Town does not act on your application within the original or extended period of time, this application for review/abatement is deemed denied. You will be notified in writing whether your application for review/abatement has been deemed denied.

APPEAL. You may appeal the Final Disposition of your application for review/abatement. The Notice of Final Disposition will provide you with further information regarding the appeal procedure and deadlines.

DISPOSITION OF APPLICATION (Office Use Only)

CIRCLE ONE:

ABATEMENT GRANTED

ABATEMENT DENIED BY DECISION

ABATEMENT DEEMED DENIED

NOTICE OF FINAL DISPOSITION MAILED ____/____/____

APPEAL TO APPELLATE TAX BOARD:

DATE APPEAL FILED: ____/____/____

DECISION OF ATB: _____

WATER CHARGE ASSESSED \$ _____

WATER PENALTY ASSESSED \$ _____

SEWER CHARGE ASSESSED \$ _____

SEWER PENALTY ASSESSED \$ _____

WATER CHARGES ABATED -\$ _____

WATER PENALTY ABATED -\$ _____

SEWER CHARGES ABATED -\$ _____

SEWER PENALTY ABATED -\$ _____

=====

TOTAL CHARGES DUE \$ _____