



TOWN OF LINCOLN
MIDDLESEX COUNTY MASSACHUSETTS

TOWN OF LINCOLN
WATER DEPARTMENT
16 Lincoln Road
Lincoln, MA 01773-6353
Phone: 781-259-2669

Application for Abatement or Adjustment

Customers who file abatement applications or requests for adjustments are required to have paid all uncontested prior bills (including penalties and interest, if applicable). The request for an abatement or adjustment must be received in the Water Department Office within 30 days of the date of the bill in dispute. Customers that submit an application after the 30 days will forfeit the right to request an abatement or an adjustment. Customers are encouraged to pay the contested bill on or before the due date to avoid interest charges.

Date of Application: _____

Account Number	
Name	
Service Address	
Mailing address, if different from above	
Email Address	
Phone Number	

Abatement Request or adjustment for the billing period _____ (Date of Bill) in the Amount of _____ (dollar amount of Bill) due to reason stated below.

Please check the type of adjustment/abatement:

- Adjustment for error or miscalculation in a bill for miscellaneous services (service bills).
- Abatement for Water charges for a major water leak that result in a large volume of water: The customer must submit a proof of repair, a written description as to the cause of the condition, a copy of the repair bill and with proof of payment of water bill.
- Abatement/ adjustment for the following reason (Please attach additional sheets if necessary):

Customer Signature _____ Date _____

Superintendent Signature _____ Date _____

Please attach any other supporting documentation.

Section 15.0 Abatement Policy

The Water Department 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 household once every 10 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.

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 Department, the Department 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.

Pursuant to the Lincoln Water Departments Rules & Regulations, 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 interest and 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 interest charges. A customer's inability to pay a water bill shall not be grounds for abatement under this policy.

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.

You can email your request to: nollir@lincolntown.org

Or you can mail your request to:

Town of Lincoln Water Department
ATTN: Richard Noll, Superintendent
16 Lincoln Road
Lincoln, Ma 01773