



**TOWN OF LINCOLN
MIDDLESEX COUNTY MASSACHUSETTS**

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

Application for Dispute or Appeal

An account-holder may appeal a decision in writing by completing and submitting the Dispute Appeal Form within thirty 30 days of the receipt of the decision. Any comments attached to the Appeal Form should clearly demonstrate the issue(s) in dispute, along with any proof (e.g. copies of bills and/or receipts) necessary to help the Commission understand the basis for and support of the accountholder's claim.

If the Appeal Form is not received by the required due date, the right to appeal is waived, unless a demonstrated extenuating circumstance, as determined by the Commission, prevented a timely appeal being filed. The inability to pay for the water services is not a basis for an appeal, nor shall the Appeal be used as a tool to avoid full payment of valid charges.

Please be advised that filing a dispute will only place a temporary hold on the charges in dispute. All other charges, including future bills that are invoiced after the filing date of the dispute will be due and subject to late fees and collection activity.

The Appeal Form will be reviewed by the Commission at an open Commission meeting; the account holder has the right to attend the meeting and will be notified of the time and place at least one week in advance, and the account-holder shall be notified in writing of the decision rendered within ten (10) business days of rendering a decision.

If the Commission determines there has been an error and is at fault, the Commission will make the necessary corrections and the account will be adjusted accordingly. All decisions made by the Commission are final.

Date of Application: _____

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

Describe the dispute or appeal below. Attach additional sheets if necessary:

Customer Signature _____ Date _____

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

Or you can mail your request to:

Town of Lincoln Water Department
ATTN: Richard Nollie, Water Superintendent
16 Lincoln Road
Lincoln, MA 01773