



CARLO DEMARIA
MAYOR

WATER DEPARTMENT

19 Norman St. Everett, Massachusetts 02149

Ernest Lariviere • Water Superintendent

☎ 617 394-2325 ☎ 617 394-2327

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INFORMATION ABOUT THE ABATEMENT PROCEDURE

Abatement is a reduction in the charges billed for water and/or sewer consumption for the billing cycle. To dispute your recorded usage, charges billed, or to correct any other billing problems that caused your bill to be higher than you believe it should be, you must apply for an abatement of your charges. The more information, details, photos, etc. you can provide the board in regards to your dispute, the better. You must provide a background as to why your bill was higher than normal; simply thinking the bill is too high is not a valid reason for abatement.

All water will be assessed to the bill whether used, wasted or lost by leakage. Please keep in mind that the Everett Water and Sewer Department is not responsible for notifying residents for having multiple estimated bills or abnormally high usage. It is the responsibility of the homeowner to properly maintain plumbing and pipes to avoid usage leaks and pipe bursts.

Abatements for water leaks, although possible, are rare and exceptional. If the board does determine to grant relief on a water bill for a leak there must be documentation of the leak and verification that it was repaired.

If you eliminate the possibility of any leaks you may request to have your meter tested. Based upon MGL Chapter 40 Section 39I, if it appears that the meter has registered with substantial accuracy, the expense of the examination and test shall be paid by the person applying.

Your application must be filed with the Water Department on or before the due date for the charges being disputed. The bill dispute process can take 8-12 weeks. All disputes will be reviewed by the Department of Public Works Commission. There are times where applications will be postponed for another meeting where the DPW Commission will decide further investigation is needed. In that event you may need to supply additional information. Once a decision is made you will be notified via mail and you will have 30 days to appeal their decision in writing.

This policy is intended to serve as guidelines for the DPW Commission and is not binding upon the Water and Sewer Department and is subject to modification.



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ABATEMENT APPLICATION FOR WATER/SEWER CHARGES

NAME: _____ PHONE # _____

PROPERTY ADDRESS: _____ ACCT #: _____

ABATEMENT APPLICATION FOR BILL #: _____ BILL DATE: _____

ABATEMENT REQUESTED IN THE AMOUNT OF: \$ _____ BILL AMOUNT: _____

REASON FOR DISPUTE: **(PLEASE ATTACH ALL SUPPORTING DOCUMENTATION)**

PLEASE READ CAREFULLY AND CHECK OFF THAT YOU ACKNOWLEDGE THE FOLLOWING

- I understand that this application must be turned in on or before the due date of the bill in dispute or my application could be denied
- I understand that there cannot be any outstanding balances prior to my bill in dispute on my account before I turn in this application or my application will be denied
- I understand that if I had a leak, I must provide a copy of a receipt/plumbers invoice/verification form showing that I have fixed the issue or my application could be denied
- I understand no abatement shall be allowed until the Board of Publics Works approves it
- I understand that filing this application does NOT stay the collection of charges and failure to pay the bill as assessed when due may also be subject to penalties.

Applicant Signature: _____ Date: _____