

**HARWICH WATER DEPARTMENT
RULES & REGULATIONS**

As they pertain to the current situation

3.8 Claims for Adjustments on Bills

All claims for adjustments of water bills shall be made within thirty (30) days of the billing due date. Abatements will be made for clerical errors, misreads or failure of Water Department equipment. Abatements **will not be issued for water leaks or high consumption**, unless otherwise determined by the Board of Commissioners.

3.9 All Water to be Metered and to be Paid

All water must be metered and paid for whether used or wasted. A minimum charge shall be assessed for water service from the date the water is turned on.

4.11 Residential Meter Testing vs. Testing Meters by Request

If during any dispute where a water meter reading is being contested, a customer may request to have the meter sent to a certified testing facility at the owner's expense. Should the Department request to have the meter tested, it will be at the Department's expense. If as a result of the test the meter is found to register over two (2) percent more water than actually passes through it, the meter shall be replaced. At that time they may receive abatement. Their bill will also be adjusted in accordance with the result of this test.

However, if it appears that the consumer was charged or has paid for less water than they should have been charged or should have paid, they shall, forthwith, be charged with the proper additional amount and shall pay the same together with the expense of the examination and test to the Town. If the Department chooses to change a meter at anytime, it is not an admission that there is nothing wrong with the present meter.