



# APPLICATION FOR ABATEMENT WATER / WASTEWATER DEPARTMENT

196 Chatham Road, Harwich MA 02645  
P: 508-432-0304 | [customerservice@harwichwater.com](mailto:customerservice@harwichwater.com)

### OFFICE USE ONLY

Fiscal Year: \_\_\_\_\_  
Date Rec'd: \_\_\_\_\_  
Account #: \_\_\_\_\_

To the Board of Water/Wastewater Commissioners:

Name of Applicant: \_\_\_\_\_ hereby applies for abatement.

Property Owner: \_\_\_\_\_

Property Location: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Total Bill Amount: \_\_\_\_\_ Water Bill #: \_\_\_\_\_

Amount Requested: \_\_\_\_\_

Reason for Abatement Request (attach additional sheet if necessary)

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**SUBMIT completed application and required documentation to [customerservice@harwichwater.com](mailto:customerservice@harwichwater.com)**

or mail to Harwich Water Department, Attention: BOWWC 196 Chatham Rd., Harwich MA 02645

**MUST BE FILED WITH THE HARWICH BOARD OF WATER/WASTEWATER COMMISSIONERS NO LATER THAN THE DUE DATE WHICH THE WATER CHARGE BECAME A PART**

### OFFICE USE ONLY

Board of Water/Wastewater Commissioners:

Meeting Date: \_\_\_\_\_ Approved  Amount: \_\_\_\_\_ Denied

Signature(s):

X

X

X

X

X

Notes:

## Rules & Regulations as pertain to Abatement(s)

### 2.3 Ownership Responsibilities & Liability

All pipes, valves, taps and other appurtenances between the municipal water main and the curb stop up to the property line are the property and responsibility of the Department. All piping, valves, equipment and any other appurtenances "downstream" of the curb stop are the property and responsibility of the customer although such items are required to meet the standards and specifications of the Department. An exception to the above is the water meter, which will always be the property of the Department.

### 2.4 Responsibility for Charges

Customers of water shall be charged with and held responsible for all water passing through their water meter until such time as the Department is notified in writing that they no longer desire the use of water. In case of the sale of the property, such notice shall give the name and billing address of the new owner.

### 2.19 Liability for Freeze Ups

It is the responsibility of all water service customers to ensure that all plumbing, fixtures, meters and appliances are protected from freezing. The customer shall make any repairs, which may be necessary to prevent leaks and damage. Neither the Town nor the Department shall be held responsible for loss or damage to any plumbing, fixtures, meters or appliances due to freezing and any repairs to same made by the Department shall be paid for by the customer.

### 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 Department equipment. Abatements will not be issued for water leaks or high consumption, unless otherwise determined by the Board of Water 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.

### 3.10 Leaks

The Department shall have the right to shut off water supplied to any property where a leak exists or is believed to exist. Any such leaks must be repaired and must pass inspection by the Department before water will be restored. In addition, each customer shall be responsible for the cost of any repairs to any private portions of the water system as well as the cost of water.

### 5.1 Service Pipes

Customers must keep their water pipes and fixtures in good repair and protected from frost at their own expense. They shall be held responsible for any damage resulting from their failure to do so. They shall prevent any waste of water.

#### MASS.GOV WATER BILL APPEAL

VISIT <https://www.mass.gov/service-details/water-bill-appeals> OR CALL 617-727-3100

An owner of property who wishes to dispute a water usage charge must first apply for an abatement with the city or town water department or district. If the water department or district denies the appeal, an owner may proceed in one of two ways. **Paid water bills:** If the owner has timely paid the disputed charge, the owner may file a civil action to recover excess water bill payments or in either the District Court (<=\$2,500) or the Superior Court. **If a water charge remains unpaid,** it becomes a lien on the property, and the Appellate Tax Board will have jurisdiction over the unpaid charge. An owner whose appeal to the city or town's water department or district has been denied or deemed denied may **file an appeal at the Appellate Tax Board** upon the same terms and conditions as a person aggrieved by the refusal of the assessors to abate a tax.