



Ruthanne Fuller
Mayor

1. An abatement of charges for water use may be authorized by the Commissioner of Public Works in cases in which a water leak occurred in an owner-occupied property subject to the conditions that follow.
2. **No abatement will be issued on an account that has received an Event Letter (either a Continuous Flow Letter or Critical Consumption Letter).**
3. The burden of proof is on the property owner to provide evidence of a water leak on the property.
4. Such evidence must include a copy of a paid in full invoice from a plumber which describes the leak repair and the date it was completed.
5. An abatement amount shall be determined by comparing three like periods of actual water consumption on a property. If such history is not available, the owner will not be eligible for an abatement.
6. Abatement requests will not be considered unless prior bills have been paid in full.
7. No abatement will be issued on catch up bills necessitated by prior estimated bills. An owner must contact the City to resolve any issues related to bills based on estimated reads.
8. An abatement request must be submitted within 45 days of the date of the bill in question in order to be considered.
9. An abatement will not be granted if leakage is due to owner/occupant negligence, i.e., frozen and burst pipe, or is related to outdoor usage.
10. If an abatement is authorized, only the sewer portion of a bill will be adjusted, and such adjustment will be allowed just one time for a given property owner during a ten-year period.
11. The authority of the Commissioner to grant an abatement is subject to the right of the Comptroller of Accounts of the City of Newton to disapprove the same on the grounds that it is illegal, excessive or fraudulent. Sec. 29-38, Revised Ordinances of the City of Newton.
12. If any of the above-required information is not provided, an abatement request will not be considered.
13. Abatement requests must be made to the Department of Public Works on the form below which must be accompanied by a plumber's invoice as described above.

APPLICATION FOR WATER LEAK ABATEMENT

DATE _____ ACCOUNT NO. _____

PROPERTY LOCATION _____

EXPLANATION- (USE REVERSE SIDE IF NEEDED)

SIGNATURE(S) OF OWNER(S) _____

PHONE NO _____ EMAIL _____