

TOWN OF MARION

WATER & SEWER ABATEMENT POLICY



Select Board Approved: May 7, 2024

ABATEMENT REQUESTS:

- All abatement requests must be made in writing using the Request for Abatement Form available at the Marion Department of Public Works (DPW) Office located at 50 Benson Brook Road in Marion, by calling the office at 508-748-3540 or online via the Public Works Webpage at www.marionma.gov
- Completed form must be returned to the Marion DPW Office within 30 days of the bill date
- All abatement requests received after the due date on the bill will not be accepted
- Payment of a bill must not be withheld awaiting an abatement decision
- Abatement requests will not be accepted on any account with a past due balance

POTENTIAL ABATEMENT CONSIDERATIONS:

- Suspected billing error:
 - Applicant must include documentation proving billing error
- Incorrect meter reading:
 - Water Division employee must verify current meter reading
- Water meter accuracy:
 - A challenge to the accuracy of a water meter will require submittal of a Meter Accuracy Form which can be obtained at the Marion DPW Office or online via the Town website. There is a charge of \$78 (\$75 service charge + \$3 accuracy test) unless the results reveal a malfunctioning, high reading, water meter. This form is available online on the Public Works Webpage at marionma.gov or by calling the office at 508-748-3540.
- Sewer charges for water leaks that can be proven to not have entered the sewer system:
 - Must include photographic evidence of leak or the leak must be verified by a Town employee
 - Must include a licensed plumber's invoice stating what caused the leak and verifying that the leak has been repaired
- Other unique circumstances as evaluated by the Water / Sewer Commissioners

ABATEMENTS WILL NOT BE GRANTED FOR THE FOLLOWING:

- Estimated bills - estimated bills are based on the last three actual readings from that billing period

- Filling of pools or hot tubs
- Leaking toilets and faucets, or any other issues involving the water lost going into the sewer system
- Failure to secure a recorded MLC (Municipal Lien Certificate) from the town collector prior to closing on the property
- Failure to request a final water/sewer reading prior to closing on a property
- Failure to receive a bill
- Purchases due to a foreclosure or abandonment - purchaser assumes all water/sewer charges for the property
- Burst pipes and/or other damage due to neglect, improper winterizing of meter or seasonal homes not properly winterized
- Failure to notify the water/sewer department of name change or address
- Other unique circumstances as evaluated by the Water / Sewer Commissioners

Revision Made	Date Approved