



**CITY OF FRAMINGHAM**  
DEPARTMENT OF PUBLIC WORKS ADMINISTRATION

100 Western Avenue  
Framingham, MA 01702

508-532-5605  
DPWBillingInquiries@framinghamma.gov  
www.framinghamma.gov

**APPLICATION FOR ABATEMENT OR ADJUSTMENT OF WATER/SEWER CHARGES**

**Please review the City of Framingham Policy on Abatement or Adjustment of Water and/or Sewer Charges which states the grounds for seeking abatement or adjustment.**

I, \_\_\_\_\_ of \_\_\_\_\_  
(Name) (Service Address)

\_\_\_\_\_  
(Phone Number) (Email Address)

\_\_\_\_\_  
(Account Number) (Mailing Address if Different)

\_\_\_\_\_  
(Bill Date) (Bill Amount)

Request an abatement or adjustment for the billing period \_\_\_\_\_ due to  
reason stated below. (Date of Bill)

Abatement/ adjustment for the following reason:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customers who file abatement applications or requests for adjustments are required to have paid **all** uncontested prior bills (including penalties and interest, if applicable) and also make a payment on contested bill. The request for an abatement or adjustment must be received in the **Public Works office** within **30 days** of the date of the bill in dispute.

**Customers are encouraged to pay the contested bill on or before the due date to avoid interest charges. DOR guidelines demand that interest charges accrue on accounts with unpaid balances after the due date. The Director of Public Works and/or Review Officer does not have the authority to put an account on "No Finance Charge" status.**

## Application for Abatement or Adjustment Continued

(Please check the type of adjustment/abatement)

- Abatement for Water and/or Sewer Discount not applied.
- Adjustment for difference between the inside and outside meters. (The inside meter shall take precedence.)
- Adjustment for error or miscalculation in a bill for miscellaneous services. Abatement for Water and Sewer charges for:
- Abatement for Horticultural Irrigation Only (See policy for eligibility)
- Adjustment for Sewer Charges only:

Initial filling for a brand-new pool or complete re-filling due to repair for a swimming pool.

***\*This adjustment does not apply to seasonal refilling or topping off.***

New pool:

Initial filling pertains to a brand-new pool being installed.

The customer must submit an abatement application, the capacity of the pool and size, date the pool was installed and date of the water bill reflecting the initial filling.

A copy of the invoice from the pool company with verification of payment, if professionally installed. If installed by owner, a copy of store invoice with proof of payment.

A request for an adjustment must be made **within 30 days** of the date of the bill in dispute on which the charge is made. There must be an approved pool permit on file with the Building Department.

Repair to existing pool:

Complete refilling pertains to the pool being damaged, and needs to be emptied to be repaired.

The customer must submit an abatement application, repair company verification with the capacity of the pool, type of repair performed and date of the bill in which the refilling of the pool occurred and a copy of the service repair bill from the repair company with verification of payment.

A request for an adjustment must be made **within 30 days** of the date of the bill in dispute on which the charge is made. There must be an approved pool permit on file with the Building Department.

For major water leaks that result in large volume of water: the customer must submit a **Repair Company Verification form** as to the cause of the condition, signed by a licensed plumber having personal knowledge of the facts, a copy of the repair bill with proof of payment. The leak consumption must exceed 2.0 times the normal average usage for the preceding three years to qualify per the City Council's abatement policy

Bill Date: \_\_\_\_\_ Bill Amount:

Customer Signature \_\_\_\_\_ Date

Please attach any other supporting documentation.

# City of Framingham Water/Sewer Abatement Repair Company Verification Form

I, \_\_\_\_\_ of \_\_\_\_\_

(Repair Technician's name)

(Company Name if different)

\_\_\_\_\_  
(Company Address)

Have repaired a leak at: \_\_\_\_\_  
(Customer's address)

For \_\_\_\_\_ on \_\_\_\_\_  
(Customer's name) (Date of repair).

Type of Leak:

Please check all that apply.

I hereby verify that water usage from that leak did not enter the City's Sewer System.

It is my professional opinion the water usage resulting from  
this problem resulted in a loss of \_\_\_\_\_ gallons approximately.

Please add any other additional information you feel is applicable to this incident. (Please use  
additional paper if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Repair Technician's Signature: \_\_\_\_\_

License Number (required) \_\_\_\_\_

Telephone Number: (required) \_\_\_\_\_

This form must be attached to an Application for an Abatement or Adjustment of water and/or sewer charges with a copy of the repair invoice and proof of payment for the repair.

