

**TOWN OF CHATHAM
WATER & SEWER DEPARTMENT**

ABATEMENT/EXEMPTION PROCEDURE

1. All requests for abatement or exemption must be submitted to the Water/Sewer Department on a state approved application within thirty (30) days of the mailing of the water or sewer bill.
2. An application for abatement or exemption does not stay the collection of the charge. All amounts should be paid and, if abatement is granted, a refund will be issued.
3. The Water/Sewer Manager will review the application and determine, within thirty (30) days, if he/she feels an abatement or exemption is warranted. If the Water/Sewer Manager does NOT feel an abatement or exemption is warranted then he/she can deny the application outright. If the Water/Sewer Manager feels an abatement or exemption is warranted then he/she will forward the application to the Water & Sewer Commissioners (Board of Selectmen) for final approval on a state approved abatement/exemption certificate. The Water/Sewer Managers failure to act on the application within thirty (30) days shall be equivalent to a denial.
4. If a Water/Sewer User is aggrieved by the Water/Sewer Managers denial of his/her application for abatement or exemption then the Water/Sewer User may appeal the denial to the Water & Sewer Advisory Committee as spelled out in the Water and Sewer Rules & Regulations.
5. If a Water/Sewer User is aggrieved by the Water & Sewer Advisory Committees denial of his/her application for abatement or exemption then the Water/Sewer User may appeal the denial to the Water & Sewer Commissioners (Board of Selectmen) as spelled out in the Water and Sewer Rules and Regulations.
6. State approved abatement/exemption certificates may only be signed by the Water & Sewer Commissioners (Board of Selectmen).
7. Upon approval of one or more certificates the Water & Sewer Commissioners (Board of Selectmen).
8. Within five (5) days after approval by the Water & Sewer Commissioners (Board of Selectmen) the Water/Sewer shall provide the Collector and the Water/Sewer User with a copy of the approved abatement or exemption certificate.
9. The Collector will post abatements and exemptions to the Water/Sewer Users account. Credits created by abatement or exemption will be refunded to users once a month.
10. All applications for abatement or exemption shall be open only to the inspection of the Water & Sewer Commissioners (Board of Selectmen), Water & Sewer Advisory Committee, Water/Sewer Manager, and the deputies, clerks, and assistants of same, and such other officials or designated private auditors of the commonwealth or the Town of Chatham as may have occasion to inspect such applications in the performance of their official, contractual, or designated duties.
11. All abatement/exemption certificates shall be maintained in book form and shall be open to public inspection.

