



CITY OF CHICOPEE

DEPARTMENT OF PUBLIC WORKS



Elizabethte Botelho, P.E.
Superintendent

Eric Kerr
Chief Operator

Quinn T. Lonczak
Project Supervisor

ABATEMENT POLICIES

This policy is effective for all requests received and with a bill date after July 1, 2013 and shall supersede any and all previous abatement policies in conflict with the below policies.

Abnormally High Water Usage abatements are allowed only once every five (5) years*

All requests for abatements **must** include a completed City Sewer Abatement Request Form.

TOILET/PLUMBING FIXTURES: Including but not limited to water pipes, toilets, sinks, sprinklers, heating systems, hot water tanks, and faucets, leaking inside or outside. Said maintenance of plumbing fixtures is the responsibility of the property owner and is not eligible for abatement unless considered as an abnormally high water usage (please see below).

UNEXPLAINED HIGH USAGE: Unexplained high water usage that is not a result of malfunction of water meter, stuck meter and /or counter, or leaking meter are not eligible for abatements, unless considered as an abnormally high water usage (please see below).

STUCK OUTSIDE COUNTER/REGISTER: Defined as when the outside register for water metering is stuck and not recording actual flow through meter located inside the property. Abatement considered/calculated: average of the three (3) previous years' consumption for the same billing quarter (not including the bill in question) will be used to calculate the cubic feet for billing.

Abnormally High Water Usage: is defined as 300% increase of water usage for the billing period in question when compared to the average of the three (3) previous exact same time of year billing periods.

To be considered for abatement to your account:

1. Accounts must not have a past due balance.
2. Abatements granted as an abnormally high usage will be considered for the water usage in excess of 300% increased usage when compared to the average of the three (3) previous exact same time of the year billing periods.
3. Stuck Outside Counter granted as calculated.

*Five (5) year term is from Bill Date, and NOT the dates of request/abatement. Abatements (and five year requirement) are to the location/address and not to the resident/owner.

Water Pollution Control