



TOWN OF HAMILTON

Water Department

577 Bay Road
P. O. Box 429
Hamilton, MA 01982

Tel. (978) 626-5227
Fax (978) 468-5582

Water Abatement Application

Name: Patton Park Medical Center

Address: 42 Asbury Street Acct# 11-1548
Hamilton, MA 01982

This application is for abatement of Bill # 235228 Bill Date: 8/1/2018

Reason(s) for which the abatement is requested (please attach supporting documentation); if abatement is sought for relief due to a leak; please provide a plumber's invoice showing that the leak has been fixed. Applicants may be asked to submit supplementary information to support the application for abatement.

Resident identified the cause of the large water bill was due to a leaky toilet. The toilet was repaired and the reading went back to normal.

Abatement Calculations:

Average of the last 4 billing quarters

Bill Date History	Consumption (gallons)
7/15/2016	10,000
7/17/2017	10,000
Average History	10,000
8/1/2018 Current Bill	100,000
Difference	90,000
½ Difference	45,000 = 46,000

Average plus ½ Difference = 10,000 +46,000 = 56,000 gallons

Revised 8/1/2018 Water Bill #235228 = 56,000 gallons = \$513.46

Original 8/1/2018 Water Bill #235228 = \$1,046.30

Abatement Amount = \$532.84

Usage Rates (per 1000)					Infrastructure Charge	Total Revised Bill
0-5000	5001-25000	25001-50000	50001-250000	>250000		
5,000	20,000	25,000	6,000	N/A		
5	20	25	6	N/A		
\$ 4.20	\$ 5.74	\$ 9.80	\$ 12.11	\$ 14.00		
\$21.00	\$114.80	\$245.00	\$72.66	\$0.00	\$60.00	\$513.46

-----OFFICE USE ONLY-----



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Date Received: September 17th, 2018

Water Abatement Request: \$532.84

Reviewed By: Timothy J. Olson

Position: DPW Director

Date: 10/1/2018

Staff Review and Recommendation:

Per Section 5 of the Town of Hamilton Water Abatement Policy, the Town of Hamilton Board of Selectmen shall consider a one-time abatement, per account, during any ten-year period, equal to half of the water consumption above normal consumption. Normal consumption will be the average of at least the previous three years' consumption history (for similar billing periods) unless deemed otherwise by the DPW Director.

Town Manager Approved:

Submitted to Board of Selectmen:

Date: 10/1/18

Approved: _____

Denied: _____

Approved: _____

Denied: _____

Approved: _____

Denied: _____

Approved: _____

Denied: _____

Approved: _____

Denied: _____

Total Approved: _____

Total Denied: _____



- Tier History
- Replace Hist
- Demand Inq
- Report Options

Account

Account **Customer**
Parcel
Location **Status**

Service

Service **Mfr** **Meter #**

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Consumption history

Read Date	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt
07/17/2018	235228	A		1680000	100000	0	104	1,046.30	1,046.30
04/04/2018	232660	A		1580000	20000	0	76	167.10	167.10
01/18/2018	230112	A		1560000	50000	0	94	440.80	440.80
10/16/2017	227549	A		1510000	10000	0	91	109.70	109.70
07/17/2017	224991	A		1500000	10000	0	96	109.70	109.70
04/12/2017	222434	A		1490000	10000	0	90	109.70	109.70
01/12/2017	219883	A		1480000	20000	0	87	167.10	167.10
10/17/2016	217324	A		1460000	10000	0	94	109.70	109.70
07/15/2016	214770	A		1450000	10000	0	92	109.70	109.70
04/14/2016	212207	A		1440000	20000	0	98	167.10	167.10
01/07/2016	209658	A		1420000	10000	0	79	109.70	109.00

◀ ▶ 1 of 1 🔍 📄

Tim Olson

From: Carmel Valianti <carmelvsolar@yahoo.com>
Sent: Monday, September 17, 2018 1:08 PM
To: toolson@hamiltonma.gov
Cc: Bruce Smith; dr.adano@verizon.net
Subject: water bill abatement request
Attachments: Scan_20180917.png

Dear Mr. Tim Olsen,

I am writing to you to request a rebate in our water Bill, our bill number is 235228, our account # is 11-1548, and the parcel # is 055000230. The water bill we received from your office in August 2018 showed a use of 100,000 of water. Because that is such a large amount of water usage, Jeff from your office came out to our location we explained to him that we had had a plumber in to fix a running toilet. Jeff showed us how to check the meter and we will be doing this in the future. Mr. Olsen if you review our water bills back to January 2016 (please see attached copy of past bills). We only once used half that amount in January 2018 when we also had a running toilet and we were billed for 50,000 gallons of water. Again , we will be checking on our meter in the future . We would like to request a one time abatement of our bill August 2018 due to unforeseen leakage .

Thanks in advance for your time,

Sincerely

Carme Valianti

(978) 337 7506

Patton Park Medical Center

40 Asbury St.

S. Hamilton, Ma 01982

SENT FOR AN
EMAIL REQUESTING
RECEIPT FROM
PLUMBER WORK

Ipswich Plumbing and Heating Inc.

376 Linebrook Road

Ipswich, MA 01938

(978) 356-5634

INVOICE

BILL TO

Dr. Bruce Smith

42 Asbury Street

Hamilton, MA 01982

INVOICE # 6485

DATE 09/05/2018

TERMS Due upon receipt

DATE	ACTIVITY	QTY	RATE	AMOUNT
09/05/2018	Service Call	1	95.00	95.00
	Service Call			
09/05/2018	Materials - Plumbing	1	18.00	18.00

Replaced two hallway toilet flappers

BALANCE DUE

\$113.00

All major credit cards accepted via PayPal - ipswichplumbing@gmail.com

Thank you for your business!



WATER BILL ABATEMENTS

Statement of Intent:

The Town of Hamilton recognizes that a high water bill resulting from an accidental, unpreventable water release can present financial hardship to a customer. While most water releases are preventable, there are certain circumstances when an accidental water release cannot be reasonably prevented. The intent of this policy is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release.

Abatement Determination Procedure:

1. All customer requests to abate any portion of a metered water bill that is unusually high due to unpreventable leakage shall be reviewed by the Director of Public Works on a case-by-case basis. In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected. This policy only applies to leaks that have occurred within any previous, immediate six (6) month period.
2. The Town shall attempt to notify all customers who, during the course of billing preparation, have been determined to have an unusually high bill resulting from abnormally high consumption.
3. In the event that a customer cannot determine the source or cause of the abnormally high consumption, the customer is required to hire a private licensed plumber to assist the customer in trying to determine said source or cause. If the plumber is unable to determine the source or cause of the abnormally high consumption, the Town can only speculate that the customer has located and repaired or corrected said source. If the customer claims that said source never existed, the Town shall test the meter and make an adjustment to the bill if the meter is found to be over-recording. If the meter test reveals an accurate or under-recording meter, the customer shall be held responsible for the entire bill including the cost for testing the meter.

Give Feedback

4. In the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.

5. In the event the abnormally high consumption has occurred due to accidental or unpredictable leakage, as determined by the DPW Director, the Town of Hamilton Board of Selectmen shall consider a one-time abatement, per account, during any ten-year period, equal to half of the water consumption above normal consumption. The abatement calculation may consider compensation from any other sources, including insurance policy claims, etc. Normal consumption will be the average of at least the previous three years' consumption history (for similar billing periods) unless deemed otherwise by the DPW Director. In the event the customer is not satisfied with the decision rendered by the DPW Director, the customer may appeal to the Board of Selectmen who shall render the final decision on such a request.

6. The customer may be required to submit a written statement from their homeowner's insurance policy provider stating what portion, if any, of the leak is covered by insurance.

7. The Town shall not disconnect service (for abnormally high consumption) provided the customer pays the entire amount due within the normal payment period or enters into payment arrangements for the excessive amount and is in good standing on all current billings.

8. This Town reserves the right to modify or eliminate this policy as provided by law.

Approved by BOS: September 15, 2008 (3-0)

BROWSE

Give Feedback

Conservation Tips
Lead & Copper Steps You Can Take to Reduce Your Exposure
Reporting Discolored Water
Request a Final Water Bill
Water Bill Abatements



About Hamilton

A rural-suburban town in the eastern central portion of Essex County in eastern Massachusetts, United States.

Contact

📍 577 Bay Road, Hamilton, MA 01936

☎ 978-468-5570

✉ abatista@hamiltonma.gov

🕒 OPEN

M: 8:00AM - 4:30PM

T: 8:00AM - 6:30PM

W: 8:00AM - 4:30PM

T: 8:00AM - 4:30PM

F: 8:00AM-12:30PM

Useful Links

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Give Feedback