



**CITY OF NORTHAMPTON, MASSACHUSETTS  
DEPARTMENT OF PUBLIC WORKS**

**125 Locust Street  
Northampton, MA 01060**

**413-587-1570  
Fax 413-587-1576**

**Donna LaScaleia**  
*Director*

**Policy on Abatement or Adjustment of Water/Sewer Charges**

Any request for abatement must:

- Be made within 45 days of the bill issue date
- Include supporting documentation to support the claim
- Demonstrate with reasonable evidence that service was not used
- Be made in writing either electronically to [dpwinfo@northamptonma.gov](mailto:dpwinfo@northamptonma.gov) or by USPS to Department of Public Works, 125 Locust Street, Northampton MA 01060

Abatements can be considered on the following grounds:

1. Error or miscalculation of the Utility Bill
2. Major water leak that does not involve the sewer
3. Proven meter malfunction\*
4. Estimated bill is proven to be higher than actual meter reading
5. Immediate steps have been taken to repair the issue and prevent further loss

*\*Please note that residential meters are not known to read high. If a meter test is requested by the customer, and the reading is accurate, a **testing fee of \$100** will be charged to the account. All meter tests are subject to AWWA standards.*

Abatements will not be considered for the following:

1. Bills over 45 days
2. Premise abandoned without reasonable care for plumbing system
3. More than one occurrence in any 4 year period
4. Filling of a pool/irrigation
5. Tampered meter
6. Bills lost or not received
7. Home under construction or renovation
8. Proof of repair or claim is not provided.

The Director of the Department of Public Works will review and respond to the abatement request within 30 days of receipt.

Any questions can be directed to the DPW Utility Billing at 413-587-1570.