



Mechanical Failure Water & Sewer Abatement Application

223 Green Point Road
Brewer, ME 04412

Telephone (207) 989-4214
Fax (207) 989-2883

The City of Brewer Water & Sewer Departments acknowledge that any customer may have unusually high water/sewer usage due to a mechanical failure within their household, such as a running toilet, leaking faucet or broken pipes/water heaters. Understanding this is at a great cost to the Water and Sewer Departments as well as our customer, we offer an abatement to share these extraordinary costs due to unforeseen circumstances.

To assist our customers if this unfortunate event occurs, the Water & Sewer Departments offer partial abatement to eligible customers of extraordinary high usage caused by mechanical failure. If approved, the City shall abate 50% of the usage over the average of the bills from the previous four (4) quarters.

A. Eligibility

- Consumption must cause your water/sewer bill to be greater than 150% of the average bill in the previous four quarters.
- Water and sewer accounts may not have a past due balance.
- Customer must have responded to all customer service notifications within 30 days of mailing in the previous four quarters.
- The excess use must have been accidental, unpreventable, or reasonably undetectable. Negligence, such as failure to maintain pipes or to adequately maintain vacant properties, shall disqualify a customer from abatement.
- The applicant must have been customer of record on high bill. (*If the high bill was in a tenant's name, the property owner may be allowed to apply depending on extenuating circumstances.*)
- The applicant must have been a customer for at least a one year period.
- Customer has not received an extraordinary use abatement in the previous 5 year period.

B. Abatement application requirements

- The application must provide adequate documentation the problem has been corrected (e.g. receipts, pictures, etc.).
- The applicant must submit the abatement application within 60 calendar days of the billing date on the high bill.

C. Review and approval process

- A decision on the abatement request will be available within 30 calendar days of receipt of a completed abatement request form.
- Abatement requires approval from both the Water Department Superintendent and the Environmental Services Director

D. Bill payment

- An abated bill is due (or a payment plan established) within 30 days of decision.
- If the bill has already been paid, the abatement will be applied against future water/sewer charges at the location.



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Customer Name: _____ Customer Account Number: _____

Account Address: _____ Phone Number: _____

Cause of High Consumption: _____ Problem Corrected? _____

Is documentation that you have corrected the problem that caused the excess use attached? _____

By applying for this abatement, the customer acknowledges that **he/she will not be eligible for an additional abatement due to mechanical failure for five years from the date of application.**

Customer Signature: _____ Date: _____

Office Use

Date Received: _____

- | | | |
|--------------------------|--------------------------|--|
| Yes | No | |
| <input type="checkbox"/> | <input type="checkbox"/> | Has applicant been customer for >1 year? |
| <input type="checkbox"/> | <input type="checkbox"/> | High bill >150% of 4 quarter average? |
| <input type="checkbox"/> | <input type="checkbox"/> | Any past due balance on water or sewer? |
| <input type="checkbox"/> | <input type="checkbox"/> | Timely response to customer svc notices? |
| <input type="checkbox"/> | <input type="checkbox"/> | Adequate documentation provided of correction? |

Bill	Usage
Prior Qtr 1	
Prior Qtr 2	
Prior Qtr 3	
Prior Qtr 4	
4 Qtr Avg	
High Bill	
Amt to Abate*	

*50% of the difference between the usage on the high bill and the 4 quarter average.

_____ Approved

_____ Not Approved (explain)

Water Abatement \$ _____

Sewer Abatement \$ _____

Total Amount of Abatement \$ _____

Water Superintendent: _____ Date: _____

Environmental Services Director: _____ Date: _____

Date eligibility for abatement resumes (5 years from date of application): _____