



Town of Arlington

Water & Sewer Division

Water and Sewer Bill Inquiry Form

Application for Investigation, Adjustment, Abatement or Water and Sewer Usage information

Applications must be submitted within 30 days of the bill you are disputing. To avoid non-refundable interest, your account cannot have any outstanding balances after submittal of this application (Including penalties and interest, if applicable). One application per property. Abatements are once per lifetime of ownership; Applications will be researched and we will notify you of the outcome of our investigation. (This process may involve several billing cycles.)

Check applicable: Abatement Investigation Bill/Usage Zero Usage E (Estimated bill)

Account #: _____

Address: _____

Name: _____

Email _____

Phone #: _____

Mailing Address if different from Service

Billing Period _____ (Bill Date)

Address: _____

Please select one of the following options:

Investigation / Adjustment (High usage, Zero/Estimated Bills)

Abatement for Water/Sewer charges due to a major water leak that resulted in a large volume of water used: Customer must submit proof of repair/plumber's invoice and receipt of payment, a written description, date and cause of the leak. (Abatements may take several billing cycles to be processed.)

Details / Reasons for questioning bill usage. A high bill is not necessarily a reason for requesting an adjustment. Investigate your usage patterns and any unusual usage before submitting a request (Attach any supporting documentation):

Customer Signature _____ Date _____

Email completed form to: DPWwaterbillquestions@town.arlington.ma.us Or mail to: DPW Water Bill, 51 Grove St., Arlington MA 02476

FOR OFFICE USE ONLY:

Billing Adjustment/Abatement Appointment Approved Denied

Received on: _____