

City of Holyoke
Board of Public Works
Sewer Commission

Sewer Abatement/Adjustment Policy

The Board of Public Works, which also serves as the Sewer Commission, may adjust a sewer bill for the following reasons:

Billing error, meter error, or administrative error.

Customer/user can prove that a quantity of water billed to the customer/user did not go into the sewerage system.

Pool abatements: a calculation will be performed (based on the size of the pool) to determine the amount of water used to fill the pool. The sewer charge for that volume of water will be abated. Customers/users requesting a pool abatement must provide details on the capacity and size of the pool and must state the billing period in which the filling of the pool occurred. This adjustment does not apply to season refilling or topping off.

Uncharacteristic elevated water/sewer usage where it has been confirmed that the City of Holyoke was responsible for the resulting elevated usage.

Abatements will be granted for no more than the two previous billing cycles

Abatement applications, with all supporting materials, shall be filed with the Department of Public Works within 60 days of the billing statement that is the subject of the request.

City of Holyoke
Board of Public Works/Sewer Commission
Application for Sewer Abatement

Name _____

Mailing Address _____

Phone _____

Email _____

Service Location _____

Account Number _____ Bill Number _____

Sewer Use Charge _____

Reason for Abatement Sought (Please review the Sewer Abatement Policy for guidance)

Signature _____

Date _____

Attach all supporting documents

Note: Filing an application for abatement does not stay the collection of your charges.