



LOWELL REGIONAL WATER UTILITY

815 Pawtucket Boulevard • Lowell, MA 01854
Billing Phone 978.674.4247 • Fax 978.970.4235

Request for Abatement – Bill Dispute

Dear Lowell Regional Water Utility Customer,

You reserve the right to dispute your utility bill. Applications must be submitted within 30 days of the bill date for the bill you are disputing and your account cannot have any outstanding balances after submittal. Only the owner(s) listed on the property deed are allowed to file for a bill dispute.

A bill dispute application will automatically be denied without any further research if;

- Account attached to bill has ANY outstanding balances (this includes the bill in dispute) after the submittal of application
- Application is not submitted within 30 days of the bill date of the bill in dispute.
- Application is not submitted by owner of the property as listed on the current deed
- More than two bills in the last year have been returned to the water utility marked “return to sender” for an incorrect address
- Applicant has already filed a bill dispute for the same continuous issue

If the above criteria are not an issue, we will review your application. The more information, details, photos, etc. you can provide us in regards to your dispute, the better. Keep in mind that **the Lowell Regional Water Utility (LRWU) is not responsible for notifying our customers for having abnormally high usage or leaks. It is the responsibility of the property owner to properly maintain plumbing and pipes to avoid high usage leaks or pipe bursts.** You can avoid SOME of these issues by contacting the LRWU to have the water shut off at the street at vacant properties especially during the winter months. **The property owner is also responsible for contacting the LRWU if they are not receiving their utility bill.**

The bill dispute process can take up to 8 weeks. All disputes will be reviewed by a billing representative and submitted to the Utility Billing Manager and the Executive Director for final approval, if required. All applicants will receive written notification of the findings upon completion.

Should you have any further questions, please contact the Lowell Regional Water Utility Billing Department at 978 674 4247. Our hours are Monday through Friday, 7AM to 3PM.

Thank you.



LOWELL REGIONAL WATER UTILITY

815 Pawtucket Boulevard • Lowell, MA 01854
Billing Phone 978.674.4247 • Fax 978.970.4235

Request for Abatement – Bill Dispute

APPLICANT INFORMATION

NAME: _____
MAILING ADDRESS _____
TELEPHONE: _____ E-MAIL: _____

SERVICE LOCATION INFORMATION

ACCOUNT NO _____
ADDRESS: _____

DISPUTED BILL INFORMATION

BILL NUMBER: _____ AMOUNT: _____

REASONS(S) FOR WHICH AN ABATEMENT IS REQUESTED: (please attach any supporting documentation)

*** WOULD YOU LIKE US TO CALL YOU TO SCHEDULE AN APPOINTMENT TO HAVE A SERVICE TECHNITION INSPECT YOUR METER? PLEASE KEEP IN MIND THAT IF THE METER IS WORKING PROPERLY AND IS NOT FAULTY, THIS WILL RESULT IN A \$75 SERVICE LABOR FEE THAT WILL BE APPLIED TO YOUR NEXT QUARTERLY BILL. NOTE THAT WE INSPECT THE METER **ONLY** - WE DO NOT INSPECT PIPES OR PLUMBING. (CHECK ONE)

- YES – I UNDERSTAND THAT CHECKING YES MAY RESULT IN A \$75 SERVICE LABOR FEE IF MY METER IS WORKING PROPERLY
- NO

SIGNATURE OF APPLICANT

DATE OF APPLICATION

DATE MAILED (Office Use Only): _____

DATE RECEIVED (Office Use Only): _____