



Water and Sewer Department CITY OF GARDNER

Dane E. Arnold, Director
City Hall Room 114
95 Pleasant Street
Gardner, MA 01440-2687
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PROCESS TO APPEAL A WATER/SEWER BILL

TO APPEAL AN ESTIMATED BILL:

1. If the bill is estimated, a current meter reading must be obtained. If the difference is greater than ten (\$10) dollars, a corrected bill will be issued. If less than ten (\$10) dollars, no corrected bill will be issued as it is expected to be made up in the next billing cycle.

FOR ALL OTHER APPEALS:

1. Pursuant to City Ordinance, all appeals to water and sewer bills must be made in writing within thirty (30) days of the date of the bill.
Appeals must be addressed to:
Director
Department of Public Works
Room 114, City Hall
95 Pleasant Street
Gardner, MA 01440
2. If the accuracy of the meter is in question, the meter may be tested for a \$20.00 fee. If the meter is found to be inaccurate, the fee will be refunded and a corrected bill issued. In cases of meter inaccuracy, no adjustments to bills will be made without the meter being tested. The property owner may witness the testing of the meter. The old meter may be removed and replaced with a new, at the option of the City's Contractor, as the meter replacement program is ongoing.
3. Appeals received by the Director will be responded to in writing.
4. Appeals to the Director's decision, pursuant to City Ordinance, may be made to the Public Service Committee of the City Council. The Committee will hold a hearing on the appeal. Their decision is issued in writing.

Dane Arnold
Director Of Public Works