

## Guidelines for Water & Sewer Abatements

- A. The Town of Woodstock Sewer Commissioners may abate, in whole or in part, sewer fees, interest, penalty or collection fees, or any combination of those accruing to the town in the following cases:
  - 1. Fees or charges of persons who have died insolvent.
  - 2. Fees or charges of persons who are unable to pay the fees, charges, interest, penalty or collection fees.
  - 3. Fees or charges in which there is a manifest error of the Town.
  - 4. Fees or charges due to the change in the number of people living in the home or a change of use of the property. However, unless specifically stated otherwise, this change shall be in place for three years, after which the property shall automatically revert back to its prior use unless the property owner requests an additional abatement.
- B. The Commission's abatement of a fee or charge shall automatically abate the amount of any uncollected interest and fees relating to that amount.
- C. The Commission may order that any abatement as to an amount or amounts already paid be in the form of a refund or in the form of a credit against the fee for the next ensuing year.
- D. Abatements may only be granted for charges accrued within the previous three (3) years.