



TOWN OF WAYLAND

WASTEWATER MANAGEMENT DISTRICT COMMISSION

INSTRUCTIONS FOR ABATEMENT OF SEWER USAGE CHARGES

Effective July 1, 2014

1. Please review these instructions and the "Guidelines for Abatement of Sewer Usage Charges" to familiarize yourself with the abatement process, as well as qualified reasons for abatement of sewer usage charges.
2. Ensure that the bill has been either paid in full, or that a partial payment is made in accordance with the rules set out in the *Guidelines*. No application for abatement will be considered unless appropriate payment has been received.
3. Complete the *Application for Abatement of Sewer Usage Charges*, and submit it with any supporting documentation to:

Wastewater Management District Commission
Wayland Town Building
41 Cochituate Road
Wayland, MA 01778

OR

via email to Wastewater@wayland.ma.us

Applications must be received by the Wastewater Management District Commission within 30 days of the issuance date of the original bill.

4. You will be notified by the Commission regarding the scheduled hearing date. You may waive your right to be present at the hearing. If you do, any decision by the Commission is not subject to rehearing.
5. In the event you do not waive your right to be present at the hearing but, nevertheless, do not appear at the first scheduled hearing, your hearing will be automatically delayed until the next Commission meeting. Failure to appear at the second scheduled hearing date will constitute a waiver of the right to be present.
6. If the Commission requests further information or documentation to support your abatement application, this must generally be provided within five business days following the request.
7. The Commission will normally decide on any abatement at the hearing. A written copy of the decision will be mailed to you generally within five business days after the hearing.
8. Upon the Commission's decision, any unpaid balances are due as of the "due date" stated on the original bill. Late payments are subject to interest and penalties.
9. Any payment due to you as a result of the Commission's decision will be processed for payment within 30 business days. No interest will be paid on amounts refunded.