

Water-Sewer Regulations

- Water and sewer charges are assessed to property owners of record, who are liable for them.
- Water charges and sewer charges are based on metered water usage; minimum charges are applied to water and sewer usage.
- All water passing through a meter will be charged, whether used or wasted.
- A 10% discount is applied to current water and sewer charges when bill is paid in full within 30 days.
- To be eligible for discount, payments must be in the Collector's office by 5:00 p.m. on due date.
- Penalty interest at the rate of 14% will be assessed daily beginning 15 days after the due date.
- In accordance with Massachusetts General Laws Ch. 40, unpaid water and sewer bills are liened to the real estate tax bills.
- Water customers are required to keep their own water pipes and fixtures in good repair.
- Water customers shall make no alterations to pipes, fixtures, or meters installed by the Town; water customers must notify the Dept. of Public Works of repairs needed to this Town equipment; meter repairs due to freezing, hot water, or other external causes shall be charged to the customer.

The following rules apply to water customers who request meter testing:

- If the meter is registering correctly, the user bears the cost of the test.
- If the meter is registering incorrectly, and charging less water than used, the user will bear the cost of the test and will be charged for the usage based on prior average daily consumption.
- If the meter is registering incorrectly, and charging more water than used, the water department will pay for the test, and the incorrect charge, based on prior average daily consumption, will be abated and refunded.
- A ten dollar charge is made whenever water service is turned on or off at the owner's request; an additional five dollar charge is made if the meter is removed and placed in storage.
- The water meter should be read before a property changes owners.
- The water department requires 48-hours notice for shutting service off & on and reading meters.
- The water department may shut off the water supply for the purpose of making repairs, extensions to water service, etc. without prior notice to customers.
- Customers are urged to install protective devices on appliances, but in any case, the department will bear no liability for damage to same.