

POLICY OF WATER & SEWER DEPARTMENT

PAYMENTS - Payments are due at the department office within 30 days of the date of the bill. A discount of 10% is allowed on all water bills paid **in full** within 15 days of date of bill. Sewer charges are based on water usage. No discount is allowed on sewer charges. Sewer customers can only receive a water discount if the water and sewer bill is paid in full. ***To prevent shut off of service full payment must be received within 60 days of the due date. To prevent additional charges being levied, full payment shall be received by the due date.*** The Water and Sewer Commissioners may review a disputed bill. Any bill undisputed within 30 days of the date of the bill shall be deemed accepted by the customer.

PAYMENT PLANS - Where extenuating circumstances exist, a payment plan can be negotiated with the Water Commissioners provided that the customer contacts the Board within thirty days of the date of the bill. ***A \$5.00 per month charge shall be levied on payment plans.***

LATE FEES - ***Balances over \$100.00 past the due date shall be charged a late fee of \$20.00 per month. Interest charges shall be levied for any outstanding balances.***

INTEREST - Interest charges of 18% per annum will be added to any account that remains unpaid after **30** days of the date of the bill. Interest on unpaid bills is based on the date of the bill and will appear on the next bill.

ABATEMENTS - Abatements are not allowed: (1) if consumption is less than the minimum allowance (2) on estimated bills or any partial billing resulting from the transfer of property or, (3) on account of a continuous vacancy of less than three months. A vacancy must be reported to the Water Department Office prior to occurrence. The office must also be notified at the time of reoccupancy of such premises, or credit will not be allowed.

PIPES AND METERS - Property owners will be required to maintain in perfect order and repair at their own expense the service pipes and fixtures from the curb shut off valve to and into their premise. Occupants must keep water meters accessible for reading and inspection at all times. No person except the authorized employees of the water department are allowed to install, removed, or repair any meters. Damage to meters resulting from freezing or hot water will be charged to the owner of the premises. When a meter cannot be read or fails to register, a charge will be estimated.

The policies have been enacted in compliance with Massachusetts General Laws, Chapter ***40Ns 9, 165s11.***