

The **Water and Sewer Regulations** issued by the Town Manager are on file and available at the Town Clerk's Office located at 149 Main Street and at the Department of Public Works (DPW), located on 124 Orchard Street. The Town Manager may make such rules, regulations and conditions or orders for the introduction, use and government of the public water supply and sewer service as he may deem proper or expedient for the interest of the Town.

The owner of the property **shall be liable** for the payment of all charges for water and sewer furnished at the premises. The failure of the owner or customer to receive a bill does not relieve him or her from the obligation of its timely payment nor the consequences of non-payment. All water that passes through the meter will be charged for, regardless of whether it is used or wasted.

The water and sewer charges are due thirty (30) days from the **billing date**. Interest at the rate of fourteen percent (14%) per annum will accrue from the billing date on unpaid balances not paid in full by the due date. Charges remaining unpaid after thirty (30) days, together with demand fees and interest at 14%, will be subject to liens against the property to which the water and sewer is supplied in accordance with Massachusetts General Laws, Chapter 40, Sections 42A-42F. The Town may also terminate water service for non-payment of any water and sewer charges or interest due thereon.

The Town reserves the right to rely on estimated usage for billing, and the Town is not required to read meters for every billing cycle. Inquiries or disputes related to water meter readings (estimated or actual) or to water leaks must be directed to the Water Division, Watertown Department of Public Works, 124 Orchard Street, Watertown, MA 02472. Telephone 617.972.6420, and must be received by the Department within ten (10) business days of the billing date. Name and address changes as well as new owner information should also be directed to the Department. To avoid the accrual of interest and penalties during a dispute, the bill should be paid in full by the due date.

Inquiries relating to payments, interest charges, arrears or liens should be directed to the Tax Collector's Office, Town Hall, 149 Main Street, Watertown, MA 02472. Telephone 617.972.6450.

The Town of Watertown offers a Lifeline Discount of 20% for those customers who meet certain income based criteria. If you are a water customer for an owner occupied property and receive a Section 17D or Section 41C real estate exemption, you qualify for the Lifeline Discount. If you are a water customer for an owner occupied property and receive fuel assistance, please send letter of interest and appropriate documentation of fuel assistance to the Water Division, Watertown Department of Public Works, 124 Orchard Street, Watertown, MA 02472.

All meters of up to one (1) inch in diameter used by water customers will be furnished by the Town. Any meter that is damaged by frost or through the negligence of the water user, owner, tenant or occupant must be repaired or renewed at the customer's or owner's expense. One (1) cubic foot of water is equal to 7.48 gallons.

In accordance with the provisions of Article VI of the regulations and MGL Chapter 165, Section 11D, the DPW may enter the premises to examine or remove meters, pipes, fittings and works for supplying or regulating the supply of water and to ascertain the quantity of water consumed or supplied.

Effective 1 July 2004, bills for condominiums in complexes of five or more units serviced by a single meter will be calculated as if they were serviced by individual meters. Consumption charges are calculated by dividing total consumption by the number of units to approximate a single unit consumption, applying the water rates to the approximated single unit consumption, and multiplying the approximated individual unit charge by the number of units to obtain a consumption charge for the complex. The minimum service charge is obtained by multiplying the number of units times the rate for the applicable meter size. The bill is the sum of the consumption charge and the minimum charge.