

**WATER AND SEWER RATES**  
(Per 100 Cubic Feet)

**MONTHLY USAGE PER METERED CONNECTION**

	Water	Sewer
First 700 Cubic Feet	\$3.20	\$5.69
Over 700 to 1,500 Cubic Feet	4.28	7.35
Over 1,500 to 4,000 Cubic Feet	6.80	10.89
Over 4,000 Cubic Feet	9.09	13.16

**QUARTERLY USAGE PER METERED CONNECTION**

	Water	Sewer
First 2,100 Cubic Feet	\$3.20	\$5.69
Over 2,100 to 4,500 Cubic Feet	4.28	7.35
Over 4,500 to 12,000 Cubic Feet	6.80	10.89
Over 12,000 Cubic Feet	9.09	13.16

1. It is the policy of the Water and Sewer Division that all water that is passed through a meter will be charged for whether used or wasted.
  - a. Bills are due and payable when rendered. Bills unpaid after due date will be subject to interest charges. Bills unpaid after due date are also subject to Chapter 40, Section 42A, General Laws and may become a lien against the property. All water charges shall be assessed to the record owners of the property supplied, who shall be held liable for the payment thereof.
  - b. If you believe your bill is wrong, you may, within 45 days of the receipt of the bill, contact a representative of the Water and Sewer Billing Division at 781-314-3810.
  - c. If you don't agree with the explanation you receive you may in writing contact the City Engineer at 119 School Street, Waltham, MA 02451 requesting abatement. Explain the amount you believe to be in error and the reason you believe there is an error. Examples of items abated are as follows: sewer portions only for documented hot water tank ruptures and pipe bursts of which the water did not enter the sewer system. **Examples of items we do not abate: Faulty plumbing, faulty check valves, tenant willful waste, and unexplained high water use.**
  - d. A meter test may be scheduled when requested by owner in writing. If the meter tests at or below 100% it will be adjusted and reinstalled and a \$25.00 charge will be added to your bill. In the event that a disputed bill is in excess of 10 times the average bill, with no apparent reason, the Water and Sewer Division will absorb the cost of an independent meter test. If the test shows the meter to be at or below 100% accurate, the customer is still responsible for the bill and may incur additional charges for water used. A meter in working order registers no more water than passes through it. Any meter out of order either registers less water than passes through it or stops all together. Most leaks are in water closets where they are difficult to detect and are usually caused by defective valves and/or ball cock. While the Water Division is glad to furnish all reasonable information, it cannot assume responsibility for the condition of pipes and fixtures upon private premises through which water passes after leaving the meter.
  
2. City of Waltham policies pertaining to meters.
  - a. All properties in the City of Waltham are equipped with an inside meter and an outside touch pad. They need to be accessible to the City of Waltham for inspection and reading at all times.
  - b. No person except an authorized employee of the Water Division will be allowed to install, remove or repair any city meter.
  - c. No person except a licensed plumber will be allowed to install, remove or repair any non-sewer meter.
  - d. Any meter injured by frost or through the negligence of a water user, shall be repaired at the customers expense.
  - e. A charge shall be made whenever the City Engineer, or his agent, at the request of the water user, cause the water in any service to be turned on or shut off.
  - f. A meter rental fee is charged on all meters over 5/8 inch in size. There is a transaction fee of \$9.00 per quarter for 5/8 inch meters using 300 cubic feet or less. All other fees increase with meter size.
  - g. Water may be shut off without notice or summons when considered to be in the best interest of the City in the opinion of the City Engineer.
  
3. For all emergencies, including sewage backing up into your home, call the City of Waltham Water and Sewer Division at 781-314-3820, available twenty-four hours a day, seven days a week, to determine the source of the problem. The City must make the determination if this is a private problem or a city problem. We will assume no responsibility for bills incurred if this practice is not followed.