

WATER AND SEWER RATES

(Per 100 Cubic Feet)

MONTHLY USAGE PER METERED CONNECTION			QUARTERLY USAGE PER METERED CONNECTION		
	WATER	SEWER		WATER	SEWER
First 700 Cubic Feet	\$3.23	\$5.75	First 2,100 Cubic Feet	\$3.23	\$5.75
Over 700 to 1,500 Cubic Feet	\$4.37	\$7.50	Over 2,100 to 4,500 Cubic Feet	\$4.37	\$7.50
Over 1,500 to 4,000 Cubic Feet	\$7.00	\$11.33	Over 4,500 to 12,000 Cubic Feet	\$7.00	\$11.33
Over 4,000 Cubic Feet	\$9.36	\$13.69	Over 12,000 Cubic Feet	\$9.36	\$13.69

1. It is the policy of the Water and Sewer Division that all water that passes through a meter will be charged for, whether used or wasted.
 - a. Bills are due and payable when rendered. Bills unpaid after the due date will be subject to interest charges. Bills unpaid after the due date are also subject to M.G.L. Chapter 40, Section 42A, and may become a lien against the property. All water charges shall be assessed to the record owners of the property, 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 that you receive from the Water and Sewer Billing Division, you may in writing contact the City Engineer at 119 School Street, Waltham MA 02451, requesting an 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 pipe bursts in which the water did not enter into the sewer system. **Examples of items we do not abate: Faulty plumbing, faulty check valves, tenant willful waste, and unexplained high water use.** You will be notified if your request for an abatement has been approved.
 - d. A meter test may be scheduled when requested by the owner in writing. If the meter tests at or below 100% accuracy, the meter will be adjusted (if necessary) and reinstalled, and a \$25.00 fee 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 a meter test. If the meter test shows the meter to be at or below 100% accuracy, the customer is still responsible for the bill and may incur additional charges for water used. A meter in working order registers no more additional water usage than passes through it. Any meter out of order either registers less water than passes through it or stops registering usage altogether. Most leaks occur in the toilet tank where the leak is difficult to detect and are usually caused by defective parts. While the Water and Sewer Division is glad to furnish all reasonable information, it cannot assume responsibility for the condition of pipes and/or fixtures located on private property 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 touchpad. 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 and Sewer Division will be allowed to install, remove or repair any city meter and/or touchpad.
 - c. No person except a licensed plumber will be allowed to install, remove or repair any non-sewer meter. The City is not responsible for the installation, repair, maintenance or replacement of a non-sewer meter or its plumbing. Any non-sewer meter found to be tampered with or altered after the final inspection will cause the property owner's utility billing credits to be null and void, and the property owner will be charged for sewer use on all water passing through the main meter. In addition, they may be prosecuted under M.G.L. Chapter 165, Section 11.
 - d. Any meter injured by frost or through the negligence of a water user, shall be repaired or replaced at the customer's expense.
 - e. A charge may be made whenever the City Engineer, or his authorized Agent, at the request of the water user, causes 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 of water, as well as a \$5.75 sewer fee. 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 of Waltham in the opinion of the City Engineer.

Emergencies: For all emergencies, including sewage backing up into your home, call the City of Waltham Water and Sewer Division, Monday through Friday, 7am to 3pm at (781) 314-3855. After 3 pm on weekdays, as well as on holidays and weekends, call (781) 893-3700. A Water and Sewer Division employee will be dispatched to determine the source of the problem. The City of Waltham must make the determination of whether the problem is a private property issue or a city problem.