

Understanding Your New Water and Sewer Bill

Easier to read. More informative.

1 Account Summary
Information about the account including your Bill Number, Bill Date, and Account Number.

2 Due Date
Payment must be received by this date to avoid interest charges.

3 Meter Readings and Usage
The Previous and Current Read Dates mark the beginning and end of your billing cycle. The Previous and Current Meter Readings are the amount shown on the meter on those dates. The difference between these two reads is your current Usage, meaning how much water was used this billing period.

4 Charges
The four charges, in order, are your charge for water usage, charge for sewer service, your Base Charge for water, and your Base Charge for sewer. Base Charges help cover the costs to provide account services to our customers, including meters, meter reading, and billing. They also go toward the cost of maintaining water and sewer system infrastructure.


5 History
Your past water usage for previous billing periods. Usage is measured per 100 cubic feet of water used (100 cubic feet = 748 gallons).

6 Details of Current Charges
The various fees that make up the bill; any discounts that apply to the bill; and any other activities on the bill that month.

7 Amount Due
The amount that must be paid by the due date. Payment after this date will result in interest charges.

8 Right to Dispute
We are here to help. If you believe your bill is in error, please contact us so that we may review your bill. If your concern is not resolved, disputes must be submitted in writing before the due date and mailed to: Water Department, 17 Franey Road, Somerville, MA 02145.

9 Payment Slip
To pay by mail, detach and include the payment slip with your payment. To pay online, visit somervillema.gov/PayOnline.



Water and Sewer Department Bill
17 Franey Rd
Somerville, MA 02145
617-625-6600 x. 5850

Keep this portion for your records
MAKE CHECKS PAYABLE TO:
CITY OF SOMERVILLE
P.O. BOX 197
SOMERVILLE, MA 02143-0197


Customer Name				Service Address				
1 Bill Number	Bill Date	Account Number - Customer Number	3	2				
	09/26/2017			11/06/2017				
Description	Meter	Previous Read Date	Current Read Date	Previous Meter Reading	Current Meter Reading	Read Code	Usage (100 cu. ft.)	Charge
WATER RESIDENTIAL		05/15/2017	09/15/2017	416	436	A	20	95.61
SEWER RESIDENTIAL								168.24
WATER RESIDENTIAL BASE								20.00
SEWER RESIDENTIAL BASE								40.00
				100 cu. ft. equals 748 gallons				
HISTORY PERIOD	BILLED USAGE					6		
CURR	20					Total Current Billing		323.85
05/17	31					Previous Balance		.00
01/17	30					Adjustments		.00
09/16	23					Less Payments Received		.00
05/16	18					7		\$323.85
01/16	18							
09/15	19							
05/15	16							
01/15	14							
09/14	13							
05/14	16							
01/14	21							
09/13	21							

SAMPLE

TERMS: charges will be considered delinquent if not paid by 11/06/2017. Past due balances are subject to interest charges at 14% per annum.

8 Right to Dispute Your Water/Sewer Bill: If for any reason you believe your water bill is in error you must file a dispute, in writing, explaining what you believe the error to be. This dispute must be before the due date (within the 45 day grace period) or your right to dispute is forfeited. All disputes must be mailed to the Water Department, 17 Franey Road, Somerville, MA 02145.

<> Detach and return the portion below with your payment <>



Water and Sewer Department
17 Franey Rd
Somerville, MA 02145
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Water/Sewer Bill

Please write your Account Number on your check and enclose this portion of bill with your payment.
Pay Bills online at www.somervillema.gov

Service Address	Bill Number	Account # - Customer #	Current Billing Due Date	Amount Due
			11/06/2017	\$323.85

SOMERVILLE, MA 02144-0000

Collector of Taxes
City of Somerville
PO Box 197
Somerville, MA 02143-0197

Check Out the Back of Your Bill, Too!

You can now find the rate and tier structure, address change information, and how to register for AquaHawk on the back side of your new bill.

Contact Us

City of Somerville
Water and Sewer Department
water@somervillema.gov
617-625-6600 x5850

