



**Town of Reading**  
**Water & Sewer Billing**  
 (781) 942-9023

BILL IS DUE UPON RECEIPT

**Water & Sewer Bill**  
 Customer copy  
 Keep this portion for your records

Non-receipt of issued bill not deemed excuse for failure to pay. Property owner is responsible to keep their own water pipes and fixtures in good repair. For a complete list of our Water and Sewer Regulations, go to www.reading.ma.gov

John Smith  
 Jane Doe  
 1 Main St  
 Reading MA 01867

Bill Number	Service Address
1001	1 Main St
Bill Date	Account Number
08/23/2011	01001000000
Due Date	
10/17/11	
	Previous Balance 0.00
	Payments, Credits, & Adjustments 0.00
	Unpaid balance 0.00
	Interest Thru 10/17/2011 0.00
	Current Charges 313.12
	Total Due 313.12
	Discount 31.31
	Due if Paid by: 10/17/11 281.81

* Read Code	
A	Actual Read
C	Customer Read
E	Estimated Read
F	Final Read
M	Manual Read
O	Other Read

Usage History	
May 10	22
Feb 10	24
Nov 09	30
Aug 09	25

Effective for September 2011 Bills  
 Water 8.27 / Sewer 8.57 per 100 CU FT  
 To report Mailing address changes call  
 The Collectors Office at 781-942-9023

Description	Previous Date	Present Date	Previous Read	Present Read	Read Code	Usage	Rate	Charge
Upaid Balance								0.00
Interest								0.00
Water	05/09/2011	08/09/2011	2096	2114	A	18	8.27	148.86
Sewer						18	8.57	154.26
Storm Water								10.00
								If Paid After 10/17/10 \$313.12
								If Paid by 5PM on 10/17/10 \$281.81

All usage and readings are in 100 cubic feet. 100 cubic feet equals 748 gallons.  
 If no rate appears, a minimum amount was charged

Interest at the rate of 14% will be assessed daily beginning 15 days after the original due date.

Detach and return the portion below with your payment



**Town of Reading**  
**Department of Public Works**  
 16 Lowell Street  
 Reading MA 01867

John Smith  
 Jane Doe  
 1 Main St  
 Reading MA 01867

**Water & Sewer Bill**  
**Remit Portion**

Please write your Account Number on your check and enclose this portion of bill with your payment. Please make check payable to the Town of Reading. For proper credit, payment is due by 5:00PM on due date

Bill Number	Customer	Unpaid Balance
100001	John Smith	0.00
Bill Date	Service Address	Interest
08/23/2011	1 Main St	0.00
Due Date	Account Number	Current Charges
10/17/11	01001000000	\$313.12
		Discount
		\$31.31
If Paid After 10/17/2010		\$313.12
If Paid by 5 PM on 10/17/2011		\$281.81
		Amount Paid
		\$

2469604200990010010019000028181

Your monthly water and sewer bill contains some valuable information.

Do you know what all the information means?

One of the most important items on the bill is the **water/sewer usage**, located in the middle of the bill. This is the amount of water that flows through your water meter and is measured in hundred cubic feet (HCF). In the sample above, the usage is 1800 or **18HCF**. One HCF (100 cubic feet) is equivalent to 748 gallons of water. The read date (date on which the meter was read) is located in the middle of the bill, and is also an important factor when analyzing the bill.

In the sample above, the read date is 08/08/2011. The read date reflects the number of days in the billing period. All meters are read to the nearest whole number.

The read code, A, is telling you that it was an "Actual Read"

If the code was a "C" it would have been read by the "Customer"

If the code was an "ES" it would have been an "Estimated Read"

If the code was an "F" it would have been a "Final Read" for the sale of the property

If the code was an "O" it means "Other"

The calculation of the water portion of the bill is dependent upon the size of the water meter and the amount of water that flows through the meter, measured in hundred cubic feet (HCF).

Most residential meters are 5/8".

Water charges are billed at 8.27 per 100HCF

Sewer charges are billed at 8.57 per 100HCF

Storm Water Fee is 10.00 for residential per quarter

Here's an example of how to calculate a bill based on a monthly water usage of 18 HCF, with a 5/8" meter as shown above:

Total charge for water for 18 HCF:  $18 \times 8.27 = 148.86$

Total charge for sewer for 18 HCF:  $18 \times 8.57 = 154.26$

Storm Water Fee = 10.00 per quarter

Total of above: 313.12

If the property owner chooses to pay the Water & Sewer bill within the 30-day period of 10/15/2010, they'll be given a 10% discount:

Total charge for water for 18 HCF:  $18 \times 8.27 = 148.86 - 10\% (14.89) = 133.97$

Total charge for sewer for 18 HCF:  $18 \times 8.57 = 154.26 - 10\% (15.42) = 138.84$

Storm Water Fee =  $10.00 - 10\% (1.00) = 9.00$

Total of above: 281.81

REMINDER \*\*\*\* MAKE CHECK PAYABLE TO ~ TOWN OF READING 16 LOWELL ST READING MA 01867  
TO REPORT MAILING ADDRESS CHANGES CALL THE COLLECTORS OFFICE AT ~ 781-942-9023

#### Water-Sewer Regulations

- Water and sewer charges are assessed to property owners of record, who are liable for them.
- Water charges and sewer charges are based on metered water usage; minimum charges are applied to water and sewer usage.
- All water passing through a meter will be charged, whether used or wasted.
- A 10% discount is applied to current water and sewer charges when bill is paid in full within 30 days.
- To be eligible for discount, payments must be in the Collector's office by 5:00 p.m. on due date.
- Penalty interest at the rate of 14% will be assessed daily beginning 15 days after the due date.
- In accordance with Massachusetts General Laws Ch. 40, unpaid water and sewer bills are lien to the real estate tax bills.
- Water customers are required to keep their own water pipes and fixtures in good repair.
- Water customers shall make no alterations to pipes, fixtures, or meters installed by the Town; water customers must notify the Dept. of Public Works of repairs needed to this Town equipment; meter repairs due to freezing, hot water, or other external causes shall be charged to the customer.
- The following rules apply to water customers who request meter testing:
  - 1) If the meter is registering correctly, the user bears the cost of the test.
  - 2) If the meter is registering incorrectly, and charging less water than used, the user will bear the cost of the test and will be charged for the usage based on prior average daily consumption.
  - 3) If the meter is registering incorrectly, and charging more water than used, the water department will pay for the test, and the incorrect charge, based on prior average daily consumption, will be abated and refunded.
- A ten dollar charge is made whenever water service is turned on or off at the owner's request; an additional five dollar charge is made if the meter is removed and placed in storage.
- The water meter should be read before a property changes owners.
- The water department requires 48-hours notice for shutting service off & on and reading meters.
- The water department may shut off the water supply for the purpose of making repairs, extensions to water service, etc. without prior notice to customers.

Customers are urged to install protective devices on appliances, but in any case, the department will bear no liability for damage to same.