

TENANTS RIGHTS TO SERVICE

If a landlord's bill is overdue, upon proof of residence in the premises, a single tenant or group of tenants may pay a 30-day projected bill for the building to avoid termination of service. This sum may then be deducted from rent paid to the landlord. Tenants are not responsible for a landlord's outstanding balance.

BUYING OR SELLING PROPERTY

If you are purchasing or selling a home in Boston, contact the BWSC Lien Department to request a final meter read and a lien certificate. The cost is \$25 to \$150 depending on the type of property. The lien certificate should be presented at the home's closing to ensure the seller pays all accrued charges. For assistance, contact the BWSC Liens Department at (617) 989-7000.

NAME CHANGE REQUESTS

If you have purchased property, a *Change of Ownership/Billing Name* form should be completed and submitted after the real estate closing. The form is available at 980 Harrison Avenue, Boston, MA 02119 or via the BWSC website at www.bwsc.org. There is no charge for this service.

PAYMENTS

BWSC offers its customers a variety of payment options:

MAIL

Mail check or money order directly to:

Boston Water and Sewer Commission
980 Harrison Avenue, Boston, MA 02119

OFFICE

Pay by check, money order, cash, or credit card. We accept MasterCard, VISA, Discover, and debit cards at the above address (first floor) during the following days and times:

OFFICE (cont.)

Mondays, Tuesdays, Thursdays and Fridays

8:00 AM to 5:00 PM

Wednesdays

8:00 AM to 7:00 PM

NEIGHBORHOOD PAYMENT SITES

Pay by check or money order at fourteen (14) neighborhood locations. No cash is accepted.

For a listing of neighborhood payment sites, visit our website at www.bwsc.org or contact the BWSC Community Services Department at (617) 989-7000.

ONLINE PAYMENTS

Log on to www.bwsc.org and use CheckFree to make electronic payments using your checking/ money market account, credit card* or debit card to pay online.

* BWSC accepts MasterCard, VISA, and Discover.

CONTACT INFORMATION

Boston Water and Sewer Commission
980 Harrison Avenue, Boston, MA 02119
www.bwsc.org

Main Telephone (24 Hour Service)
(617) 989-7000

Customer Service Department
(617) 989-7800

Collections Department
(617) 989-7070

Liens Department
(617) 989-7000

Community Services Department
(617) 989-7000

THIS IS AN IMPORTANT NOTICE.

Questo é una notizia molto importante. Per piacere falla tradurre.

Este es un aviso importante. Sirvase mandarlo traducir.

Ceçi est importante. Veuillez faire traduire.

DÀY LA MÖT BAN THONG CÁO QUAN TRONG.

XIN VUI LONG CHO DỊCH LÁI THONG CÁO ÀY

Este é um aviso importante. Por favor mande traduzi-lo.

Es é un avizo importanti. Di favor, manda traduzil.

Σπουδαία Πληροφορία – Παρακαλώ να το μεταφραστεί.

Emergency Services
available 24 hours a day
CALL (617) 989-7000



ANNUAL NOTICE TO CUSTOMERS

2008

Boston Water and Sewer Commission

Thomas M. Menino, Mayor
Vincent G. Mannering, Executive Director

2008 ANNUAL NOTICE TO CUSTOMERS

The Boston Water and Sewer Commission (BWSC) regularly provides customers with updates on key issues relative to meter reading, billing, service termination and customer rights.

If you have any questions about the BWSC programs or regulations, please call our Customer Service Department at (617) 989-7800.

RATES

The Boston Water and Sewer Commission (BWSC) prides itself on providing high quality water and sewer services at the lowest possible cost to its ratepayers. Rate revenue must cover the costs paid to the Massachusetts Water Resource Authority (MWRA) for the purchase of water and the transportation of wastewater, the ongoing maintenance and improvements of the BWSC infrastructure, as well as costs associated with meeting federal and state requirements aimed at protecting health and ensuring a reliable system.

AUTOMATED METER READINGS

The water meter associated with your water service is read daily by the BWSC automated meter reading system. Meter readings are used to calculate water consumption for billing purposes. In the event a meter reading can not be obtained, your account will be billed using an estimated meter reading based on previous usage. Your account will be adjusted automatically when an actual meter reading is obtained. Conservation efforts can be monitored by accessing your daily and monthly water consumption statistics online at www.bwsc.org.



Boston Water and Sewer Commission

980 Harrison Avenue
Boston, MA 02119
(617) 989-7000
www.bwsc.org

METER TESTING

If a property owner or BWSC suspects that a meter is registering improperly, the meter can be tested by BWSC. All meter tests are performed according to the accuracy standards of the American Water Works Association. If a property owner requests that a meter be tested, the fee is \$130 for a 5/8-inch meter (found in most homes and small businesses). If tests show a meter is over-registering by more than 1.5%, the meter fee will not be charged to the account and the account adjusted appropriately. To request a meter test, contact the BWSC Customer Service Department at (617) 989-7800.

INSTALLATION AND REPLACEMENT OF WATER METERS AND METER TRANSMISSION UNITS

BWSC maintains a program for the replacement of broken or missing water meters and meter transmission units. Upon notification that a meter or meter transmission unit is broken or missing, BWSC will install a new meter, provided the premises is meter ready. The replacement of a frozen meter or meter/meter transmission unit that is lost while in service shall be at the owner's expense. For more information, contact the BWSC Customer Service Department at (617) 989-7800.

BILLING

BWSC issues monthly bills to its customers. All bills are due and payable within thirty (30) days of the billing date. Bills not paid within forty-five (45) days of the billing date will be subject to delinquency charges at a rate of 14% per year.

ACCOUNT INFORMATION

You can access detailed information about your account online at www.bwsc.org. You may view monthly billing statements, recent transactions plus monthly and daily water consumption. You can also pay your bill online.

REFUNDS

If you have a credit on your bill, you may have the amount applied to future bills, transferred to another account or you may request a refund. Contact the BWSC Customer Service Department for more information at (617) 989-7800.

PAYMENT PLANS

If you need more time to pay your bill, please call the BWSC Collections Department at (617) 989-7070. BWSC can arrange a payment plan, allowing you to pay your bill over a period of time.

ELDERLY AND DISABLED PERSON DISCOUNTS

Homeowners 65 years of age or older or fully disabled homeowners living in one to four family homes are eligible for a 25% discount on the water portion of the bill only. Sewer and miscellaneous charges are not included. Only owner-occupied residential properties are eligible for the discount. To apply for a discount, contact the BWSC Customer Service Department at (617) 989-7800.

RIGHT TO DISPUTE YOUR BILL

If for any reason you believe your bill is wrong, you must notify the BWSC within 30 days of the billing date for which the dispute is claimed. Contact or write to a representative of the Customer Service Department and explain the amount you believe to be in error. If you need any assistance in filing a dispute, contact the BWSC Customer Service Department at (617) 989-7800.

TERMINATION OF WATER SERVICE

Your water service may be terminated if:

- Your bill is at least sixty (60) days past due and carries a delinquent balance of over \$250.00; or
- Your plumbing contains an illegal connection; or
- You fail to repair a leak or defective plumbing that is your responsibility; or
- A BWSC representative has been denied access to enter your home or business to obtain an actual meter read, inspect the plumbing or inspect/install the automated meter reading system.

You can find out more about your rights by contacting the Customer Service Department at (617) 989-7800 or the BWSC Collections Department at (617) 989-7070. You may also request a copy of the *BWSC Billing Termination and Appeal (BT&A) Regulations*. The regulations can be downloaded from our website (www.bwsc.org) or picked up at BWSC.

RIGHTS TO SERVICE

BWSC will not terminate water service to an owner occupied property when the property owner or a direct family member is seriously ill to the point where the illness causes a documented financial hardship. Similarly, water service to homes occupied entirely by individuals over the age of 65 will not be terminated, if a documented financial hardship exists. *In order to document a financial hardship you must contact the BWSC Collections Department at (617) 989-7070.*

Medical Hardship

Within seven (7) days of the initial call, a physician or the Public Health Commission must forward to BWSC documentation explaining the medical condition. A completed *Certificate of Financial Hardship* must also be forwarded to the Collections Department, within seven (7) days. The *Certificate of Financial Hardship* form is available at 980 Harrison Avenue Boston, MA 02119 or via the BWSC website at www.bwsc.org.

The medical certification must be renewed monthly (or quarterly if the illness is determined to be chronic). A *Certificate of Financial Hardship* must accompany each renewal. Failure to submit the required certification may result in water service termination. For more information, contact the BWSC Collections Department at (617) 989-7070.

Senior Citizens Rights to Service

When documentation that a residential property is occupied entirely by individuals over the age of 65 is received, residents must complete a *Certificate of Financial Hardship* within seven (7) days. This form is available at 980 Harrison Avenue Boston, MA 02119 or via the BWSC website at www.bwsc.org.

Renewal of the *Certificate of Financial Hardship* for purposes of sustaining service to properties occupied by senior citizens must be made on a monthly basis. Failure to submit the required certification may result in water service termination. For more information, contact the BWSC Collections Department at (617) 989-7070.