Medical Hardships Rights to Service
To claim a medical hardship, a physician or the Boston Public Health Commission must forward to BWSC documentation explaining the condition, within 7 days of the claim of medical hardship. In addition to the medical documentation a completed Certificate of Financial Hardship must also be forwarded to the Commission. This form is available at 980 Harrison Avenue, Boston or via the BWSC website at www.bwsc.org.

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

TENANTS RIGHT TO SERVICE
In the event that a landlord has allowed an account to qualify for water service termination, a tenant or group of tenants may pay a 30-day projected bill to avoid termination of water service. This sum can be deducted from rent paid to the landlord. Tenants exercising this option must have proof of residency and a photo ID. Tenants are not responsible for a landlord’s outstanding balance.

BUYING OR SELLING PROPERTY
If you are purchasing or selling property 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 real estate closing to ensure the seller pays all accrued charges. For assistance, contact the BWSC Liens Department at (617) 989-7000.

NAME CHANGE REQUEST
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, 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, and Discover Card at the above address (first floor) during the following days and times:
Mondays, Tuesdays, Thursdays and Fridays
8:00 AM to 5:00 PM
Wednesdays
8:00 AM to 7:00 PM
(except holidays and Thanksgiving eve.)

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 BWSC Community Services Department at (617) 989-7000.

ONLINE PAYMENTS
Log on to your account at www.bwsc.org to securely pay your bill online using your checking account or credit card.
* BWSC accepts MasterCard, VISA, and Discover Card.

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

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2015 ANNUAL NOTICE TO CUSTOMERS

Boston Water and Sewer Commission (BWSC) presents this Annual Notice to Customers with the intent of providing customers information relative to billing, meter reading, service termination and customer rights.

At www.bwsc.org, customers can monitor their water usage to stop leaks, pay their bills, check the status of a water or sewer construction project, or find details about doing business with BWSC.

For those who would prefer to deal with a representative directly, BWSC is easily reached at 980 Harrison Avenue, Boston and is staffed by knowledgeable representatives in all departments. In addition, BWSC maintains a regular presence at neighborhood site locations throughout the city.

RATES
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 Resources 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 improving the environment, protecting health and ensuring a reliable system.

AUTOMATED METER READINGS
The water meter associated with your water service is read daily by BWSC’s automated meter reading system. Meter readings are used to calculate water consumption for billing purposes. In the event a meter reading cannot 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.

METER TESTING
If a property owner or BWSC suspects that a meter is registering inaccurately, the meter can be tested by BWSC. All meter tests are performed according to accuracy standards set by American Water Works Association. If a property owner requests that a meter be tested, the fee is $280 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 will be 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, missing or damaged 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 or damaged meter or 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 are 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. View monthly billing statements, monitor daily and monthly consumption statistics, and view a transaction history for up to two years. You can also securely 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. If an account is scheduled for termination, payment must be in the form of certified funds.

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 30% 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. Properties that are ineligible for the discount include, commercial property, condo units, and property in a trust. 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 BWSC within 30 days of the billing date for which the dispute is claimed. Contact the BWSC 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 you are in violation of BWSC regulations; or
- A BWSC representative has been denied access to enter your property for authorized business purposes.

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

RIGHTS TO SERVICE
Assuming no violation of applicable regulations is present, BWSC will not terminate water service to homes occupied entirely by individuals over the age of 65, if a documented financial hardship exists. Similarly, BWSC will not terminate water service if the property owner or a direct family member is seriously ill and certifies that both a medical hardship and a financial hardship exist.

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 of the notification. This form is available at 980 Harrison Avenue, Boston or via the BWSC website at www.bwsc.org. Renewal of the Certificate of Financial Hardship for properties occupied by senior citizens must be made on a monthly basis. Failure to submit the required certifications may result in water service termination. For more information, please contact the BWSC Collections Department at (617) 989-7070.