Report Illegal Dumping

Help Protect our Waterways and Sewer System

Most catch basins in Boston connect to storm drains that discharge the runoff to the nearest brook, river, or Boston Harbor. Substances carelessly spilled or dumped onto our streets or directly into a catch basin can pollute Boston Harbor and the Charles, Neponset and Mystic Rivers.

The dumping of any substance into a catch basin is illegal in Boston. Chemicals and other Pollutants harm water quality and can kill aquatic life. In addition to chemical liquid substances, solid substances such as trash, debris, and leaves clog and prevent the storm drain from effectively functioning. The result of a clogged storm drain can be sewer backup and flooding from stormwater. Remember, pet waste will also contaminate waterways, it should be disposed of properly and never into a catch basin. Help keep our rivers and Boston Harbor clean.

To Report an Illegal Dumping Incident contact the Boston Water and Sewer Commission at 617-989-7000.

Clearing Snow from Catch Basins and Hydrants

Prevent Winter Flooding

Did you know Boston has over 30,000 catch basins and over 12,000 fire hydrants? You can assist in keeping hydrants clear of snow so the Boston Fire Department can access them quickly in case of emergency. Clearing snow, ice, and debris from the tops of catch basins will also prevent street flooding as snow and ice melt. Not sure where your nearest catch basins and hydrants are located? BWSC’s Hydrant and Catch Basin Locator Map can help you find them - visit www.bwsc.org.

The above chart reflects a 4.5% overall increase in water and sewer charges for 2022. A typical household family of four water and sewer bill will increase by an estimated $1.11 per bill.
Financial Assistance Programs

Programs Offered by BWSC for Qualified Homeowners

Lead Replacement Incentive Program
The Lead Replacement Incentive Program offers a credit up to $4,000 towards the cost of replacing a water service pipe. Any remaining balance you may pay interest-free over a 60-month period is available for eligible property owners.

Discount for the Elderly and Fully Disabled
A discount is available for homeowners 65 years or older, or fully disabled. Qualifying customers receive a 30% discount on your water and sewer bill.

Sewer Lateral Financial Assistance Program
If your sewer pipe is blocked, collapsed or leaking and the repairs are verified by a BWSC inspector, a ratepayer could receive reimbursement up to $4,000 toward the replacement of your sewer lateral.

Sewer Abatement
Sewer abatements allow a separate meter, approved by BWSC, to be placed on the property to register water usage not entering BWSC’s sewer system.

Leak Up To Owner Program
When a service pipe leaks, it is essential that it be fixed promptly. BWSC assists homeowners in obtaining the needed repairs in a timely manner. This program offers residential property owners the ability to contract with BWSC to repair a water service pipe leak for a reasonable cost. The cost of the repair can be paid interest free for up to 24 months on a ratepayer’s water bill.

Learn more about these programs at www.bwsc.org.

FOG Grease Lid Giveaway

2021 Annual Grease Lid Giveaway

In preparation for holiday cooking, we organized BWSC’s annual Grease Lid Giveaway with Boston Farmers Markets. We collaborated with Roxbury Crossing, Brigham’s Circle and Roslindale Farmers Markets to share the message - Can the Grease! Our goal is to spread the word regarding what happens when grease ends up in the drain, and how to prevent it.

BWSC’s Grease Lids are designed to help store excess cooking Fats, Oils, and Grease (FOG). This is done by storing the grease in a can to cool and using the lid to cover. No need to worry if you missed the giveaway, BWSC provides free grease lids to Boston residents year round. Just call 617-989-7599, or visit www.bwsc.org to request a lid.