



City of Framingham
Department of Public Works
150 Concord Street, Rm 213
Framingham, MA 01702



1797

**Water & Sewer Bill
REMIT COPY**

Bill #	Due Date
248250	07/24/2023
Bill Date	Customer #
05/31/2023	450117668

Balance Forward \$0.00
Interest thru: 07/24/2023 \$0.00
Current Charges \$13224.71
Total Amount Due \$13224.71
Please fill in Amount Paid \$

Go paperless! Pay online at ePay.CityHallSystems.com.

Please use the enclosed envelope. Your canceled check is your receipt.

Make checks payable to: City of Framingham

City of Framingham

Water & Sewer

P.O. Box 851

Reading, MA 01867-0405

1-79

STAPLES STORE # 8392
PO BOX 2440
SPOKANE WA 99210-2440

01096042023000248250300013224712

Return top portion with your payment.

CUSTOMER COPY - KEEP FOR YOUR RECORDS
PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

FRAMINGHAM WATER DEPARTMENT

City of Framingham
Department of Public Works
150 Concord Street, Rm 213
Framingham, MA 01702

Bill #	248250	Bill Date	05/31/2023	Customer #	450117668	Name	STAPLES STORE # 8392
Due Date	07/24/2023	Account #	2101071000	Parcel ID	105808966000	Location	500 STAPLES DR
Charge Code	Meter Number	Read Dates		Read Type	Readings		Usage
		Current	Previous		Current	Previous	
1C0100	61752901	05/30/2023	04/28/2023	ACTUAL READ	118851	118489	362
1C1100	63856395	05/30/2023	04/28/2023	ESTIMATED READ	846	846	0
2C0100	61752901	05/30/2023	04/28/2023		118851	118489	362

MESSAGES: IF YOUR READ TYPE IS OTHER OR ESTIMATE THIS WOULD INDICATE THAT WE ARE UNABLE TO OBTAIN AN ACTUAL METER READ AND YOU MUST SCHEDULE AN APPOINTMENT WITH THE WATER DEPARTMENT AT 508-532-5605.

Water and Sewer Rates Effective 07/01/2022

1 Unit = 100 Cubic Feet = 748 gallons	Water/Unit	Sewer/Unit
Tier 1 (1-4 units per qtr)	\$8.02	\$10.41
Tier 2 (5-9 units per qtr)	\$8.92	\$10.73
Tier 3 (10-17 units per qtr)	\$10.37	\$14.42
Tier 4 (18-250 units per qtr)	\$12.21	\$20.62
Tier 5 (over 250 units per qtr)	\$14.80	\$29.95
Irrigation (lawn) use	\$15.00	

Account Summary

CODE	CHARGE DESCRIPTION	CHARGE
1C0100	WATER COM PRIM MTH	\$4662.17
1C1100	WATER COM LAWN MTH	\$0.00
1C2136	WATER COM FIRE MTH 8"	\$193.03
2C0100	SEWER COM PRIM MTH	\$8369.51

NEW CHARGES TOTAL \$13224.71
TOTAL DUE \$13224.71

Consumption History



Payments made after 05/31/2023 may not be reflected on this bill. Interest at the rate of 14% per annum will accrue on overdue payments from the due date until payment is made.

Please call the Utility Business Office at 508-532-5605 from 8:30 A.M. to 5:00 P.M., Monday through Friday, if:

1. If you see a message on the front of the bill that this account has been estimated.
2. The name or mailing address is incorrect.
3. The ownership of the property being billed is changing.
4. You have questions about this bill.
5. Questions about payments or overdue amounts should be directed to the Treasurer/Collector's Office at 508-532-5430.

About your Bill

Water and sewer charges are customarily billed four times a year. Some Commercial and Industrial customers and other high volume users are billed on a monthly basis. The bills are based on actual meter readings, unless there is a message, indicating that the meter equipment requires service. The sewer charge is determined by water use and is levied on any property discharging directly or indirectly into the public sewers of the City.

If you need to contact the service departments:

1. Water - 508-532-6050
2. Sewer - 508-532-6060
3. Highway - 508-532-6030
4. Sanitation - 508-532-6001
5. Engineering - 508-532-6010

The owner of property where the service is provided is liable for any water and sewer charges associated with the property. Failure of the owner or consumer to receive the bill does not relieve the owner from the obligation of paying the bill or the consequences of non-payment.

Payments must be received by the Treasurer/Collector's office within 30 days of issuance of the bill date. Interest at the rate of 14% per annum will be calculated on a monthly basis at a rate of 1.166% on overdue balances from the first day the payment is overdue. Payments can be made by mail using the enclosed payment envelope, or in person at City Hall, 150 Concord Street, Room 111, or online at <https://epay.cityhallsystems.com>.

COMMON CHARGE CODES

Residential	Commercial	Out of City	Fees/Services
1R0100/1R0400=Water	1C0100/1C0400=Water	1W0100/1W0400/1WC400=Water	9BFINS=Backflow Inspection
1R1100/1R1400=Irrigation	1C1100/1C1400=Irrigation	1W1400/1WC500=Irrigation	9WTRMT=Water Meter Service
2R0100/2R0400=Sewer	2C0100/2C0400=Sewer	4R0400/5R0400=Sewer	9LWMNT=Irrigation Meter Fee 9WOFOT/9WONST=Water Off/On

Right to Dispute your Bill

To dispute a bill, a customer may within 30 days of the issuance of the bill date, submit an abatement application to the Business Manager located at City of Framingham, Public Works Department, Room 213, 150 Concord Street, Framingham MA 01702. The applications are available at the Public Works office at City Hall, online, or send an email to DPWbillinginquiries@framinghamma.gov. If you need assistance in filing a dispute, please contact the business office at 508-532-5605. While in the dispute process, you are still responsible for full payment of your bill and any past due balances. Any adjustment granted will not include interest or demand charges.

Various Services

1. For water service request for turn on or turn off, the fee is \$25.00 per each service performed.
2. For the sale of property, a final bill request must be made. Final water and sewer bills are processed on Tuesdays, and Thursdays. Appointments must be made in advance with the Department of Public Works, Room 213, 150 Concord St, Monday through Friday, between 8:30 A.M. to 5:00 P.M. by calling 508-532-5605. The fee for a final bill is \$20.00, and will be included in the final bill. The final bill amount must be paid in the Treasurer/Collector's office with cash or certified check within 30 days of the issuance date or interest will accrue.
3. The discount program offers a discount on water and sewer rates to qualifying Framingham homeowners, sixty-five years of age or older. The income eligibility requirements are: no more than \$67,000 for a couple filing jointly; \$56,000 for head of household; or \$45,000 for an individual. The residence requesting the discount must be owner occupied, and not more than a three family dwelling. For more information call the business office at 508-532-5605 or visit our website at www.framinghamma.gov.
4. For outdoor watering, consider installing an irrigation meter to avoid paying sewer charges. The application is available on line or call to have one mailed to you.

About your Meter

All water passing through the meter will be charged for, whether used, wasted or lost by leakage. Any meter damaged by frost or negligence of the consumer shall be repaired at the consumer's expense. The property owner must keep the meter and touchpad accessible for reading, inspection, replacement or repair at all times. Only authorized employees or advanced approval of the Public Works Department, Water and Sewer Division are allowed to install, remove, or repair any meter.

Most leaks happen in toilets and are caused by defective valves and ball cocks. These are often silent and hard to detect. The Water Division will provide dye tablets, but is not responsible for the condition of pipes and fixtures upon private premises.