Understanding Your Water & Sewer Bill

1 Account Summary

Specific information about the Account.

2 Meter Readings and Usage

The Previous and Current Read Dates mark the beginning and end of your billing cycle. The Previous and Current Meter Readings are the readings shown on the meter on those dates. The difference between these two readings is your Usage, meaning how much water was used during this billing cycle. An "A" indicates an actual reading and an "E" indicates that your bill has been estimated. (Bills are estimated when the transmitter is not sending readings into our office. The estimates are based on the same timeframe of the previous year. To correct this issue, please call the office at 508-660-7307 or 508-660.7306). Your sewer readings will always be blank on your bill as your sewer charge is based on 80% of your water consumption.

Please note: Usage is measured in cubic feet (1 cubic foot = 7.48 gallons).

3 Consumption History

Details of six bill cycles of Consumption History.

4 Details of Charges

Current charges, past due charges, any interest accrued based on past due amounts and the due date. Payment must be received by the due date to avoid daily interest charges.

5 Important Information

Directing you to the website address for: Water & Sewer Department Rates for the current fiscal year, Water Restriction Policy and Rebates.

6 Payment Slip

To pay by mail, detach and include the payment slip with your payment.

To pay online, visit https://www.walpole-ma.gov/ and select "online payments".

We are here to help!

If you would like additional information or you believe your bill is in error, please contact the Water Department at 508-660-7307 or 508-660-7306.

For more information visit

https://www.walpole-ma.gov/sewer-water

