



View and Pay your Bill Online
 At www.bwsc.org/my-account
 Activation Code MLAJW7MP

For Pay-by-Phone
 (844) 470-5881

For Questions Call Customer Service
 (617) 989-7800

ACCOUNT SUMMARY			
Account Number	1598842	Previous Total	\$1,503.19
Customer		Payments Received	\$0.00
KATTY FAMILIA		Open Amount Due	\$1,503.19
543 BEECH ST		Current Charges	\$164.46
ROSLINDALE, MA 02131-4925		Total	\$1,667.65
Previous Bill Date	04/22/2024	Please Pay	\$1,667.65
Current Bill Date	05/21/2024		
Due Date	06/21/2024		

Payments must be received by 06/21/2024 to avoid delinquency charges.
All past due balances are subject to accrued delinquency charges.
Esta cuenta (bill) es muy importante y puede afectar su servicio de agua.
Por favor traduzcala inmediatamente.

CURRENT TRANSACTIONS		PAYMENTS RECEIVED	
SERVICE CHARGES		TOTAL PAYMENTS RECEIVED	\$0.00
Water	\$67.27		
Sewer	\$72.99		
Stormwater Charge (1 ERU)	\$8.98		
TOTAL SERVICE CHARGES	\$149.24		
DELINQUENCY CHARGES	\$15.22		
TOTAL CURRENT CHARGES	\$164.46		
		OTHER	

SPECIAL MESSAGES

Install a backwater valve to protect sewage from flowing back into your basement from the public sewer system. If you encounter sewage entering your basement call BWSC's 24-hour Emergency Service at 617-989-7000.
 BWSC meters are scheduled to be read daily by an automatic meter reading system.

Please provide your account number on all correspondence.

Please return this portion of the bill with your payment.



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Account Number	Due Date	Please Pay	Amount Paid
1598842	06/21/2024	\$1,667.65	

MAKE CHECKS PAYABLE TO
 BOSTON WATER AND SEWER

Contact Customer Service for Address Change

KATTY FAMILIA
 543 BEECH ST
 ROSLINDALE, MA 02131-4925

BOSTON WATER AND SEWER COMMISSION
 P.O. BOX 55466
 BOSTON, MA 02205-5466



Failure to pay the past due balance may result in any and all appropriate legal action.

CONSUMPTION SHOWN IN CUBIC FEET (CF)
1 CF = 7.481 Gallons (GAL)

CURRENT CONSUMPTION			CONSUMPTION HISTORY			
Water Service			Reading Date	Consumption	Reading Date	Consumption
Meter Number	Reading Date	Reading	05/06/2024	1036	10/04/2023	849
03029081	04/03/2024	167532 Actual	04/03/2024	677	09/06/2023	1110
	05/06/2024	168568 Actual	03/07/2024	908	08/07/2023	977
----- Usage -----			02/06/2024	966	07/09/2023	1101
Current Service Period (33 Days)		1036 CF	01/07/2024	1015	06/07/2023	922
		7750 GAL	12/07/2023	876	05/07/2023	764
			11/05/2023	1071	04/05/2023	682

SERVICE MAY BE TERMINATED IF PAST DUE AMOUNT REMAINS UNPAID (Combined Water, Sewer & Stormwater Accounts)
LIENS MAY ATTACH TO PROPERTIES IF PAST DUE AMOUNTS REMAIN UNPAID (Stormwater Only Accounts)

Boston Water and Sewer Commission (BWSC) | Customer Service

Website: www.bwsc.org | Phone: (617) 989-7800 | Offices & Mailing Address: 980 Harrison Ave. Boston, MA 02119

Right to Water Service During Serious Illness

Please call BWSC. Within seven (7) days of the call, your physician or the Public Health Commission must forward to BWSC a written certificate explaining the medical condition. You must also fill out BWSC's Certificate of Financial Hardship and return within seven (7) days. The Certificate of Financial Hardship form is available on our website and at our offices. You may seek assistance by calling or visiting BWSC Customer Service offices.

Payment Plans

If you cannot pay your bill in full, you may work out a payment plan with BWSC. You may seek assistance by calling or visiting BWSC Customer Service offices.

Right to Service for Senior Citizens

If you reside at the premises, all residents in your house or building are 65 years of age or older, and a financial hardship exists, your water service may not be terminated for failure to pay a past due bill. You may seek assistance by calling or visiting BWSC Customer Service offices.

Discounts for Senior Citizens and the Disabled

Homeowners 65 years of age and older or fully disabled homeowners, living in structures with one to four dwelling units are eligible for a discount on their water bills for that structure and property. The discount of 30% is applied to water, sewer and stormwater charges. The Discount Application form is available on our website and at our offices. You may seek assistance by calling or visiting BWSC Customer Service offices.

Stormwater Only Bills

Stormwater Only accounts will receive bills issued twelve times per year based upon the impervious area for your property. The Commission will routinely update the impervious areas for properties and parcels located within the City of Boston.

Right to Dispute Your Bill

To dispute a bill, you must contact BWSC Customer Service within 30 days of the billing date. BWSC will notify you in writing of the result of its review and your right to request an informal conference.

If you need any assistance in filing a dispute, wish to request a hearing, or receive further information, call or visit BWSC Customer Service offices.

For a more detailed statement of your rights, you may consult a copy of the Billing, Termination and Appeals (BT&A) Regulations on our website or at BWSC Customer Service offices.

Rates

Water and sewer rate schedules and stormwater charges schedules are published on our website. These rates are established by a vote of BWSC's Board of Commissioners following a public hearing. Approximately two thirds of the total rate charges are used to pay the Massachusetts Water Resources Authority (MWRA) and the costs of its federally mandated environmental projects.

A DELINQUENCY CHARGE WILL BE ADDED FOR ANY AMOUNT NOT PAID WITHIN THE DUE DATE. THAT CHARGE IS CALCULATED AT THE DAILY RATE OF .03836% (NOMINAL ANNUAL PERCENTAGE RATE OF 14%).

Estimated Bills

Water, sewer and stormwater bills are issued twelve times per year. If an actual meter read is not obtained for water and sewer charges, an estimated read will be based on your usage history. Your monthly bill will indicate an estimated meter read. Any variance due to an estimated read will be corrected when an actual meter read is obtained.