

EXAMPLE BILL (see back for explanations)

ACCOUNT #	SERVICE DATES		Prior Bill Amount	0.00
9999-0	1 From	To	Last Payment	0.00
SERVICE ADDRESS	01/31/2024	04/29/2024	Adjustments	2 0.00
1 MAIN STREET	METER READINGS		Interest	0.00
CID # 99999	Previous	Current	Past Due Balance	0.00
Standard	14511	17946		

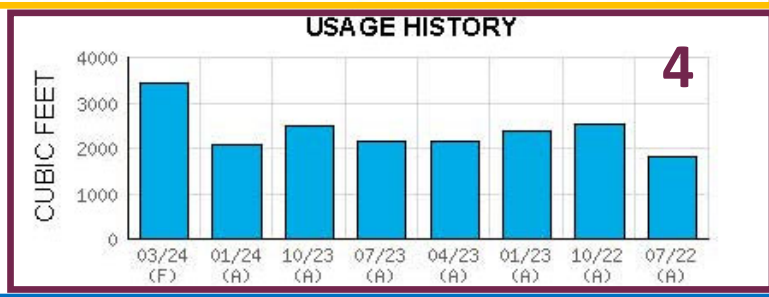
Billing Inquiries:
 DPW Office
 Tel: 978-433-0359 ext. 6
 Mon - Fri 8:00-4:00
 DPW-Billing@town.pepperell.ma.us

Payment Inquiries: **5**
 Collector's Office
 Tel: 978-433-0337
 Monday 8:00 - 6:00
 Tue - Thur 8:00 - 4:30
 Friday 8:00 - 12:30
 collector@town.pepperell.ma.us

SERVICE	USAGE (in cu ft)	UNITS	AMOUNT
Water Base Charge		1	30.00
Water Usage Charges	3435	1	277.73
Sewer Base Charge		1	30.00
Sewer Usage Charges	3435	1	350.37
Stormwater Quarterly Single Family Homes		1	15.00
		3	
CURRENT BILL			703.10
DUE DATE	06/07/2024	TOTAL DUE	703.10

To sign up for e-billing and for more information concerning your account, please login to the Billing Portal at pepperell.authoritypay.com **6**

Information related to rates and billing calculations can be found at www.pepperell.ma.us/dpw_water



Please do not combine payments with other Town Departments on one check. All past due balances are subject to a 14% APR finance charge. All past due balances are subject to lien, fees, and/or termination of service. Abatement requests must be submitted within the bill period. **7**

Please detach and return this remittance slip in the envelope with your payment

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JOHN SMITH
500 OAK STREET
PEPPERELL, MA 01463

8 **Town of Pepperell WS**
PO Box 887
Reading, MA 01867-0124

SERVICE ADDRESS	ACCOUNT #
1 MAIN STREET	9999-0
BILL DATE	DUE DATE
05/02/2024	06/07/2024
CID #	TOTAL AMOUNT DUE
99999	703.10
AMOUNT ENCLOSED	

Make checks payable to *Town of Pepperell - DPW*

04006670000000004069130



How to Read Your DPW Utility Bill

- Account Information** – This area of the bill provides basic information on your DPW Utility Bill. The **Account #** and **CID #** are specific to the service address. These are used to manage your account, as well as for you to sign onto the payment portal. Please note your **Account #** has changed. For most customers your account # is the same with “-0” added on at the end. Customers who pay via online banking will need to update their account # with their bank. Your **CID#** is your Customer Identification number used for account access and online payments. The **Service Dates** are your prior and current read dates for the billing period. **Meter Readings** are the readings that correspond to the **Service Dates**. A pair of meter readings (previous and current) will be stated for each meter at the location.
- Recent Account History** – This section provides all previous financial transactions regarding the account. It includes **prior bill amount** (previous balance), followed by your **last payment made**, any **adjustments**, **interest** charges, and current **past due balance**.
- Billed Services** – The detail of all charges included in the billing period are provided. The following list provides the most common listed charges. All may not apply to your bill. Further information concerning the charges can be found on the Town’s website or by emailing DPW-billing@town.pepperell.ma.us
 - Water Base Charge** – The quarterly charge for access to the DPW water system. A majority of the costs of the water system are fixed and being able to use or not use water represents a cost to the DPW. The charge covers a portion of the water system fixed costs including meter and account maintenance, water infrastructure maintenance and debt service for capital projects.
 - Water Usage Charges** – The cost for the actual water use. An escalating tiered charge system is used. The more water used the more the water costs.
 - Sewer Base Charge** - As with the water base charges the sewer base charge is a portion of the fixed costs of running the wastewater division. This ensures that the account is able to have reliable access to the wastewater system regardless of use.
 - Sewer Usage Charges** – The cost for the actual sewer use. A single tier charge system is used.
 - Deduct Meter Charge** – A charge that represents the cost of maintaining and managing the deduct meter system. These costs include meter maintenance and replacement, account management, and administrative costs.
 - Stormwater** charge – Charges established for operation, maintenance, and administrative costs for the Town’s stormwater system, which are necessary due to permitting by the Mass DEP and EPA.
 - Usage** – Provides the amount of usage in cubic feet (7.48 gallons) for the water and sewer usage.
 - Units** – Represents the number of units associated with the account as defined by the Town Assessor for the account location. Each charge is adjusted by the number of units.

All charges for DPW utility services are set by the Board of Public Works.
- Usage History** – The bar graph shows your recent water usage history in cubic feet by quarter.
- Billing & Payment Inquiries** – For questions regarding your account or bill contact the DPW office (DPW-billing@town.pepperell.ma.us). For any questions regarding your payment or status of check payments contact the Collector’s office (collector@town.pepperell.ma.us).
- E-billing & Autopay** – The new billing software offers e-billing and autopay. Follow the directions on the website.
- Messages** – This section shares any seasonal messages/updates along with account management information.
- Mailing Address for Payments** – The address to mail payments has changed.
- Remittance Slip** – Now located at the bottom of your bill. Please include your remittance slip with your check to ensure timely processing of your payment.