

SECTION 6 CHARGES

6.1 GENERAL

The Water Department shall charge owners for water use as stipulated in the Fees and Rate Schedule.

6.2 OWNER'S LIABILITY TO PAY

A minimum charge shall be assessed to the owner for active water services whether or not water is used.

6.3 COLLECTION OF CHARGES

The Water Department will send each service owner a water usage bill at intervals determined by the Commissioners.

Additional charges for labor, material, fees or violations billable to an owner shall be billed separately and are subject to the same conditions as bills for water use.

6.4 CLAIMS FOR ADJUSTMENT ON BILLS

To be considered, all claims for adjustments of water bills must be made within thirty (30) days of billing date. Requests for fee exclusions are to be submitted in writing to be reviewed by the board during a legally posted commissioner's meeting. Fee exclusions that may apply at the discretion of the Board of Water Commissioners are for special situations, such as military deployment, community benefit, or formation of an "Estate".

6.5 PAYMENT FOR WATER USE

Owners must pay for all metered water use.

6.6 FAILED METER

If a meter fails to register correctly, the charge for water use shall be based on average daily use, as shown by records when the meter was in order, for the corresponding period of the preceding year.

Failed meters must be replaced per Section 5.3 of the Regulations.

6.7 PAYMENT

All bills for water use must be paid within thirty (30) days of billing date. Overdue bills will immediately become delinquent. The Water Department will impose interest in accordance with the Rate Schedule for the balance owed on all delinquent bills. The Water Department shall notify the owner regarding overdue bills by issuing a Delinquency Notice, and the corresponding fee from the Rates & Fees Schedule will be applied to the account. If payment is not received

within thirty (30) days from the date the Delinquency Notice is rendered, unless Opted Out from the service, a Final Payment Reminder/Shut-off Notice will be issued and posted on the property, and the corresponding fee from the Rates & Fees Schedule will be applied to the account. If payment is not received by the date listed on the Final Payment Reminder/Shut-off Notice (typically seven (7) calendar days after posted), the Water Department may shut off the service without further notice in accordance with Massachusetts General Laws Chapter 40 Section 42b. All delinquent charges shall be paid in full prior to the Water Department turning on the service.

The Water Department has adopted Chapter 40, Sec. 42A through F of the Massachusetts General Laws Relating to the Imposition of Liens Against Delinquent Accounts.

Accounts delinquent over sixty (60) days may be turned over to the Collector of Taxes and placed into Lien.

6.8 FINAL PAYMENT REMINDER/SHUT-OFF NOTICE (ORANGE CARD)

A “Final Payment Reminder/Shut-off Notice” is a door hanging card with property information, notice of a delinquent balance including the amount due, and a potential date of service termination. This will be posted in a prominent location near an entrance to the building of the service location associated with the account if possible (fences, posted signs, pets, and other safety concerns of the Orange Water Department staff will be taken into consideration for its placement). It is bright orange and may have additional bright green stickers to affix it utilized if deemed warranted. These colors are used as a visual aid so that it is easier to locate as it tends to stand out from its surroundings. It is to be understood that, although we guarantee placement of these notices, and due diligence for them to stay in place, if the notice is not found in place due to circumstances out of the Water Departments control (weather, vandalism, etc.), this is not an excuse for non-payment. It is also to be understood that at the time these notices are placed, the process for making payment arrangements to negate the termination of services has past, except in “extreme circumstances” that have arisen, and proof of such may be required if consideration is to be made by the Water Department Superintendent. The corresponding fee from the Rates & Fees Schedule will be applied to the account ***only if and when*** this Notice is created/posted.

6.9 OPTING IN/OUT OF FINAL PAYMENT REMINDER/SHUT-OFF NOTICE

You may OPT IN/OUT for the service of/from having a “Final Payment Reminder/Shut-off Notice” placed on your property and its corresponding fee from the Rates & Fees schedule by filling out and signing an application to do so, available at the Water/Sewer Billing Clerks office at 6 Prospect Street, Orange MA 01364, or by signing and dating the appropriate location on your bill remittance to be returned with your payment. By Opting in, you understand and agree to the terms listed in 6.8. By Opting out, you understand and agree that you are aware that your water service may be terminated for a delinquent balance due anytime after 7 days from due date listed on your delinquency notice without further notice as listed in 6.7.