

**Q. How is my Water & Sewer Bill calculated?**

A. Water & Sewer Charges are based on the total amount of cubic feet of water that has flowed through your meter during the billing period. This usage is registered on the meter head and collected electronically by the Water & Sewer Department. This usage times the current water & sewer rates are used to calculate your bill.

**Q. My water bill is unusually high, what could the problem be?**

A. There could be a leak in some water using device in your home, such as a toilet, faucet, sprinkler system, etc. that could be causing more than the usual amount of water to be used. You may want to contact an experienced plumber to check your pipes and other water using devices. Also, the bill could be applicable to the summer when water usage is naturally higher than the rest of the year. If you still have a question contact the Billing Office at (978) 658-3116.

**Q. I am selling my property, how do I obtain a final meter reading and Water & Sewer Bill?**

A. Contact the Billing Office at (978) 658-3116 at least 7 days prior to the closing to schedule an appointment for Water & Sewer personnel to come to your property and conduct a final meter reading. The final meter reading will be conducted on the day prior to the closing. Final bills must be paid with Cash, Bank Check, Money Order or a check written by the closing attorney. No personal checks will be accepted for final bills.

**Q. What is the penalty for not paying my Water & Sewer Bill?**

A. A Late Charge of 5% of the current charge is added to the total due.

**Q. What happens if I do not pay my Water & Sewer Bill?**

A. In addition to the assessment of a late charge, Water & Sewer Bills that are more than 12 months past due will be added to the Real Estate Tax on the property during the regularly scheduled assessment of Real Estate Taxes. This regular assessment usually occurs in December of each year. These amounts will then be collected in the same manner as Real Estate Taxes which includes the assessment of interest and the possibility of a Tax Taking being conducted against the property. Also, a Lien Charge of \$10.00 is added to your Water Charge; and, an additional \$10.00 Lien Charge is added to your Sewer Charge.

**Q. What if I am unable to pay my Water & Sewer Bill?**

A. If you are unable to pay your Water & Sewer Bill, please contact the Billing Office as soon as possible. While we are unable to eliminate the Water & Sewer Bill, we are here to help in any way we can and are able to listen to your situation and offer possible solutions. Remember, if you find yourself in this type of situation, the sooner you contact us, the better able we are to offer guidance.

Do you have another question not answered???

You may either email the question directly to the Treasurer/Collector at [treasurer@town.wilmington.ma.us](mailto:treasurer@town.wilmington.ma.us)

or call the Treasurer/Collector's Office at (978) 658-3116  
TDD (hearing impaired) 978-694-1417  
We will be glad to assist you in any way we can.  
Thank you