Public Notice - Water and Sewer Bills

Bills from the Southwick Water and Sewer Departments will be issued on October 17, 2019 and are due on November 19, 2019. Customers should be aware of the following changes:

1. A new rate fee and structure was implemented starting with this billing cycle. Please refer to the attached flyer which was mailed to all water users in the Spring of 2019 breaking down the new fee and structure.
2. The format of the bills was modified to improve the layout and readability. Refer to the attached sample bill that breaks down how to follow the new bill format.

This information is posted on the Town’s website under the DPW – Water page. If you have any questions, please contact the DPW office at 413-569-6772.

Sincerely,

Randal Brown, P.E.
DPW Director
Update on Water Rates

Dear Resident,

The Southwick Water Department is implementing a new rate fee and structure that will be in effect for your next bill. Up until now, bills are based on a single rate which is $5.00/1,000 gallons regardless of the amount of water used. The new bills will incorporate an ascending rate tiered structure and there will be a rate modification each year for the next 3 years. The new rates are summarized as follows:

<table>
<thead>
<tr>
<th>Rate (per 1,000 gallons)</th>
<th>Usage (gallons)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5.15</td>
<td>1 to 15,000</td>
</tr>
<tr>
<td>$5.30</td>
<td>15,001 to 30,000</td>
</tr>
<tr>
<td>$5.45</td>
<td>30,001+</td>
</tr>
<tr>
<td>$5.45</td>
<td>1 to 15,000</td>
</tr>
<tr>
<td>$5.65</td>
<td>15,001 to 30,000</td>
</tr>
<tr>
<td>$5.85</td>
<td>30,001+</td>
</tr>
<tr>
<td>$5.75</td>
<td>1 to 15,000</td>
</tr>
<tr>
<td>$6.05</td>
<td>15,001 to 30,000</td>
</tr>
<tr>
<td>$6.25</td>
<td>30,001+</td>
</tr>
</tbody>
</table>

A minimum bill will continue to be based on 15,000 gallons of water usage. The Elderly Rate will be modified so those customers will be billed for the actual amount used (no minimum bill) and at the lowest rate (1 to 15,000 gallons) regardless of the amount of water used.

While the Water Department is attentive to the impact of rate increases, investing in our infrastructure ensures we can continue to consistently provide our customers with high quality water, conserve essential water resources, and improve the quality of service.

This rate structure is posted on the Town’s website under the DPW – Water page. Also included on this page are tips to promote water conservation. If you have any questions, please contact the DPW office at 413-569-6772.

Sincerely,

Randal Brown, P.E.
DPW Director
**New FY2020 Water/Sewer Bill Format**

**Billing Charges Table:**
Includes Meter Charge, Water and Sewer Charges (if applicable)

**Water Usage Broken Down By Tier:**
Tier 1: 0-15,000 gallons
Tier 2: 15,001-30,000 gallons
Tier 3: 30,001+ gallons

**Water & Sewer Rate Explanation Table**

**Billing Summary Table:**
Shows bill due date, any past due and interest charges, current charges and total amount due on account

**Payment Coupon:**
To be detached and returned with payment

**NEW!**
Check this box to update your mailing address or phone number on the back of your payment coupon. See next page for more details...
New FY2020 Water/Sewer Bill Format

The back of your bill now contains all the additional billing information including the meter charges.

Fill out the back of your payment coupon to update mailing address and/or phone number on file.

Please contact the Southwick DPW at 413-569-6772 with any questions regarding your bill.