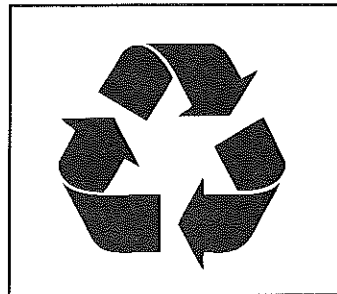


RESIDENTIAL RATE INFORMATION		IMPORTANT INFORMATION																		
ELECTRIC SERVICE 1. Customer Charge per month \$9.00 2. Energy Rate: <table border="0"> <tr> <td>Kilowatt-Hour Blocks</td> <td>Summer Months*</td> <td>Other Months</td> </tr> <tr> <td>1 to 400</td> <td>\$.13035/kWh</td> <td>\$.13035/kWh</td> </tr> <tr> <td>401 to 1,000</td> <td>\$.15650/kWh</td> <td>\$.15650/kWh</td> </tr> <tr> <td>1,001 to 1,500</td> <td>\$.16500/kWh</td> <td>\$.15650/kWh</td> </tr> <tr> <td>1,501 to 2,000</td> <td>\$.17500/kWh</td> <td>\$.15650/kWh</td> </tr> <tr> <td>Over 2,000</td> <td>\$.18500/kWh</td> <td>\$.15650/kWh</td> </tr> </table> * Bills rendered during the months of June, July, August, and September. 3. Purchase Power Adjustment See front of bill 4. NYPA Hydroelectric Credit See front of bill 5. WE CARE - Applied premium to Customer Base Rate and PPA Charges of 4% 5a. WE CARE - 100% 0.044/kWh 6. Discount on items #1 & #2, up to 1,000 kWh if payment is received within 15 days of bill date 5% 7. Monthly minimum bill \$9.00 8. Reconnect Charge: \$45.00 Monday - Friday, 7:00 am - 3:00 pm (except holidays) All other times \$100.00 Note 1000 watts/hours = 1kWh		Kilowatt-Hour Blocks	Summer Months*	Other Months	1 to 400	\$.13035/kWh	\$.13035/kWh	401 to 1,000	\$.15650/kWh	\$.15650/kWh	1,001 to 1,500	\$.16500/kWh	\$.15650/kWh	1,501 to 2,000	\$.17500/kWh	\$.15650/kWh	Over 2,000	\$.18500/kWh	\$.15650/kWh	To report water, sewer, or electrical emergencies outside business hours call us at telephone number (781) 235-7600. The property owner must keep the meter and remote device accessible for reading and inspection at all times. If we are unable to gain access to read the meter or remote device, the bill will be estimated for billing purposes. Please notify our business office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified. Applicable Rates, Rules and Regulations under which service is furnished are on file at the Massachusetts Department of Public Utilities. Applicable Massachusetts Sanitary Codes govern as follows: (a) property owner is responsible for providing and paying for water and sewer services furnished to rental units; (b) Chapter 11 prohibits alternative agreements between landlords and tenants; and (c) tenants cannot be required to pay electric bills for electric services that are not exclusively used within their housing unit or for lights in a common way unless the tenant has agreed to be responsible for lights on his/her floor and the building is 3 dwelling units or less.
Kilowatt-Hour Blocks	Summer Months*	Other Months																		
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SEWER SERVICE 1. Customer Charge(monthly) \$5.00 2. Sewer rate per 100 cubic feet of water \$1.94 3. MWRA adjustment per 100 cubic feet \$7.83 4. Minimum bill \$5.00 WATER SERVICE 1. Customer Charge per month, per meter \$3.33 2. Customer Charge per month, per outdoor meter \$6.83 3. Indoor Water Rate per 100 cubic feet 0-5 CCF \$4.49 Above 5 CCF \$5.27 *Peak Water Rates in Effect from May thru October Meter Readings 4. Peak Indoor Water Rate per 100 cubic feet 0-5 \$4.49 Peak Indoor Water Rate per 100 cubic feet 6-12 \$5.27 Peak Indoor Water Rate per 100 cubic feet 13-24 \$8.36 Peak Indoor Water Rate per 100 cubic feet 25-36 \$10.82 Peak Indoor Water Rate per 100 cubic feet in excess of 36 \$13.77 Outdoor Water Meter Rate per 100 cubic feet during Peak Water Rates period 5. Peak Outdoor Water Rate per 100 cubic feet 0-24 \$8.36 Peak Outdoor Water Rate per 100 cubic feet 25-36 \$10.82 Peak Outdoor Water Rate per 100 cubic feet in excess of 36 \$13.77 6. Readiness to serve charge for meters larger than 5/8 inch: 3/4 inch \$8.31 1 inch \$14.45 1 1/2 inch \$37.92 2 inch \$106.01 3 inch \$139.19 4 inch \$205.19 6 inch \$362.06 Residential Multi-Unit Water (residential properties with one water service serving four or more dwelling units): 1a. Customer Charge per month per meter \$3.33 2a. Indoor Water Rate per 100 cubic feet except for Peak* use 0-5 CCF \$4.49 Above 5 CCF \$5.27 3a. Peak Water Rate per 100 cubic feet during Peak* Water rates period Peak Indoor Water Rate per 100 cubic feet 0-5 \$4.49 Peak Indoor Water Rate per 100 cubic feet 6-12 \$5.27 Peak Indoor Water Rate per 100 cubic feet 13-24 \$8.36 Peak Indoor Water Rate per 100 cubic feet 25-36 \$10.82 Peak Indoor Water Rate per 100 cubic feet in excess of 36 \$13.77 4a. Outdoor Water Meter Rate per 100 cubic feet during Peak* Water rate period: 0-24 CCF \$8.36 25-36 CCF \$10.82 in excess of 36 CCF \$13.77 6. Minimum bill (plus Demand Charge) \$6.83 7. Special Billings/Finalization of Account Charge Per Meter \$30.00 8. Service turn on/off Charge \$45.00 Note 100 cubic feet ("CCF") = 748 gallons Codes: E= Estimate A= Actual/Normal R= Remote		CONSUMER RIGHTS INFORMATION RIGHT TO DISPUTE YOUR BILL: If, for any reason, you believe your bill is inaccurate, you may call our Customer Service office at (781) 235-7600. Tell us the amount you believe to be in error and why you think there is an error. APPEAL PROCESS: We will investigate your complaint and let you know the results. If you still think your bill is incorrect, or dispute the time over which an arrearage must be paid, you may do the following: Water/Sewer Bills: You have the right to appeal to the Director of the Public Works. If, after receipt of the Director's decision, you still are not satisfied you have the right to appeal to the Board of Public Works. Electric Bills: You have the right to appeal to the Director of the Municipal Light Plant. If, after receipt of the Director's decision, you still are not satisfied, you have the right to appeal to the Municipal Light Board. If you still think your electric bill is incorrect, or dispute the time over which the arrearage must be paid, you have the right to appeal to the Massachusetts Department of Public Utilities. Write: Massachusetts Department of Public Utilities One South Station Boston, MA 02110 Or call: (617) 737-2836 or (877)886-5066 PAYMENT PLANS: If you are having difficulty paying your bill, a payment plan may be arranged. This plan will enable you to spread your arrearage over a 4-month period of time, while continuing to pay current bills. For more information call our Customer Service office at 781-235-7600. PROTECTION AGAINST SHUTOFF: If you cannot pay your electric bill due to financial hardship, and: 1. there exists a serious illness; or 2. there is an infant under the age of 12 months; or 3. between November 15 and March 15 you have electric heat, or your heat is started by electricity, we will not shut off your electric service. To protect yourself, call us immediately and we will send you a financial statement which you must complete and return within seven (7) days of receipt. You must also provide additional documentation. Call us for further information. Monthly Finance Charge of one and one-half percent (1.5%) on unpaid balance over (30) days.																		
CUSTOMERS WHO ARE 65 OR OLDER If you own and everyone living in your home is sixty-five (65) years or older and you have overdue electric bills, your electricity will not be shut off without a hearing by the Massachusetts Department of Public Utilities. Call our Customer Service office at (781) 235-7600 to get this protection. If you cannot pay your bill right away, call us to work out a payment plan.																				

REV. 6/7/2022

RETURN THIS PORTION TO ENSURE CREDIT

Town of Wellesley
 P.O. Box 9187
 Wellesley, MA 02481-9187



Recycle
 JOIN THE TEAM!