Effective 4-1-2026

TOWN OF CHESTER WATER DEPARTMENT
RATES, RULES AND REGULATIONS

Approved and adopted by the Board of Water Commissioners
Tuesday March 17, 2026

All current water rates and fees shall be on file in the office of the Water Commissioners.
A minimum customer charge will apply to all properties within the water distribution zone whether or not a property is being supplied with water service,

All customers will receive a quarterly minimum water charge based on their classification. Base rates are subject to change periodically. The minimum charges as of this date are:

Single Family	$87.85	Commercial Non-Metered	$179.64
Multifamily	$112.60	Jail/Temple	$36.24
Commercial	$168.85		

A per gallon rate of $0.01088 will apply to all customers. Water usage is based upon per gallon meter readings and bills are generated on a quarterly basis. All water through a meter shall be charged whether used or wasted. Whan a meter fails to register an actual reading or if a reading cannot be obtained then the quantity of water used will be estimated and the charge shall be based on its registration for a corresponding prior period or quarter. The owner of the property will be charged for all water furnished to the premises during his/her ownership. The name and address of a new owner must be provided to the Water office at once that bills may be properly rendered. Failure to provide property transfer information within 15 days will result in termination of service and additional turn on and turn off fees of $75.00 each will apply.

Any interim meter reads will be charged a fee of $25.00 and will be added to the account.

There will be a $75.00 'Turn-On' fee and a $75.00 'Turn-Off fee' due to anything other than an emergency.

If an emergency occurs that requires the water department to shut water off and that emergency is due to the customer's negligence or interference with the meter, there will be a flat rate fee of $150.00 to cover the cost of our personnel's handling of the emergency. This fee is in addition to the turn-off and turn-on fees.

If damage is done to an existing meter by the customer through negligence or direct interference to the meter which requires a replacement meter, a meter charge of $300.00 will be required for the replacement installation. A tampering of service fee of $300.00 will apply if water is turned on by anyone other than department personnel and may result in legal prosecution.

All water bills are due and payable within 30 days of the date of issue. Checks must be payable to The Town of Chester. Payments may be made in person at the CMELD office in the Town Hall during office hours, through use of the USPS, through The Town of Chester website utilizing the UNIPAY option or left in the black lock box on the Town Hall steps. There will be a $30.00 returned item fee for any returned item. Failure of the property owner to receive a water bill does not relieve them of the obligation of payment, nor from the consequence of non-payment.

If payment is not received by the 60th day from the date the bill was issued, a late fee will be charged and a second notice/past due reminder will be mailed noting that payment is due within 15 of the mailing of the past due notice. If payment is still not made, a third and final notice will be mailed including a "DOOR HANGER" notice with termination date noted. If payment or payment arrangements are not made within 7 days from the mailing date of the final notice, water service will be terminated. A $130.00 reinstatement fee will be added to the account. Accounts in excess of $500.00 and that are 90 days past due will be subject to termination of service. The Water Commissioners and The Board of Health will be notified of all account holders receiving a second/final notice. A residence without water service cannot be inhabited.

At all times, The Board of Water Commissioners reserves the right, to shut off water temporarily without notice for repairs, expansion, extension, alteration, or any other necessary work connected to the water system. At all times, The Board of Water Commissioners reserves the right to shut off water for nonpayment of bills, neglect, or refusal to comply with the rules and regulations of the Board of Water Commissioners. All persons having boilers or water heaters not fitted with check valves or other safety devises are notified that neither The Town of Chester, The Board of Water Commissioners nor their agents will be responsible for damages related to water shut off or on.

A lien will be placed against the property if bills are not paid in a timely manner as per MGL Chapter 83 section 16A, 16B and Chapter 40 section 42 as most recently amended by Chapter 487 of the Acts of 1954.

Requests for corrections or abatements must be submitted in writing to:

The Board of Water Commissioners
15 Middlefield Road
Chester MA 01011

James Zimmerman, Town of Chester Board of Water Commissioners

Robert Daley Chair, Town of Chester Board of Water Commissioners.

Town of Chester Board of Water Commissioners