



---

## CITY OF NEWTON, MASSACHUSETTS

### DEPARTMENT OF PUBLIC WORKS, UTILITIES DIVISION

---

#### **Dear Property Owner,**

You have recently had your Water Meter replaced as part of the City of Newton Water Meter Replacement Program.

This very important project includes the installation of new water meters, new transponders (sometimes called the meter transmission unit (MTU)) and a new data collection system. This will begin the process of eliminating the estimated water and sewer bills that many Newton property owners have been receiving due to the issues with the meter transponders. Newton's Utility Department has already begun replacing some meter transmission units (MTU) with new ones, resulting in actual water consumption reads being sent to our Billing Division.

#### **Estimated Reads Calculation Explanation**

As a result of the Water Meter Replacement project and new transponders being installed, we anticipate some properties that have received multiple water/sewer bills with *estimated* reads will receive a catch-up bill. (In other words, the actual read when the new transponder is installed may be higher (or sometimes lower) than the estimated reads.)

Please know that the *water meters* have been accurately reading water usage throughout your estimated read period; the transponders just have not been automatically transmitting the information to our Billing Division.

If you have received an estimated bill, the city will perform a daily analysis of the water consumption to ensure that any catchup bill accurately reflects the appropriate rate tiers for water through the estimated read period. (The City of Newton charges different rates based on the amount of water used; these are called rate tiers.)

Once your new meter and MTU are installed, your next water/sewer bill will be based on the actual meter read.

If the actual meter read is higher (or lower) than the estimates, the Water/Sewer Billing Division will run a daily analysis of all water/sewer bills for the period that you received estimated bills to ensure that a catchup bill correctly accounts for the rate tier and the price of the water at the time of consumption.

#### **12-Month Payment Plan**

If you have a catchup bill because the actual read is higher than the estimates, the City is offering customers two payment options.

One agreement /payment option spreads the balance owed equally over 12 months. The other payment option would allow for minimal monthly payments for 11 months with a final balloon payment in month 12.

Both payment options do not charge interest for that twelve-month period.

Customers can request either option via email at [waterbilling@newtonma.gov](mailto:waterbilling@newtonma.gov) or in person at the Water Billing Department located in Newton City Hall at 1000 Commonwealth Avenue, Newton.

If your actual read is LOWER than the estimates, the City immediately process a refund.

**continued on back**

## **Customer Portal**

One of the benefits of the new water meter system is the addition of a customer portal, which allows all customers to monitor their water usage in real time and set alerts for increased usage. Customers that set alerts in the portal and the City will be able to identify leaks and excessive water usage.

**Access to your portal will be available approximately 3-4 weeks from the installation date of your new meter.**

**Activate your City of Newton Neptune 360 portal account, by going to <https://newtonma.my360-app.com/>**

**Have your water bill handy. You will need your account number, your full name and street address.**

- Click create account on the first screen.
- Accept the website terms and conditions
- Enter the bill number without dashes
- Enter the account holder's full name(as it appears on the bill)
- Street address
- Three security questions with answers
- email address
- A link will be sent to the email for account activation (Check your spam folder as the email may be flagged as spam)
- Create a password
- Done

Thank you for your patience and understanding during your water meter upgrade.