

**DEPARTMENT OF PUBLIC WORKS
UTILITIES DIVISION
OFFICE OF THE UTILITIES DIRECTOR
1000 Commonwealth Avenue
Newton Centre, MA 02459-1449**

RE: Water Bill-Estimated Reads

Dear Resident or Property Owner,

You may have noticed that you have received an estimated water bill. Unfortunately, the City of Newton Department of Public Works has been experiencing difficulties with the transponders which send your water usage information to us. Thankfully, the water meters themselves are working properly.

Since the transponders have not been sending actual meter readings from your water meter, we are estimating your water consumption. All estimated bills are computer generated. The system takes four “like periods” and averages them all together. Like periods are the same timeframe (i.e. quarterly billing cycles) in the last 4 prior years.

The Water Division is in the process of correcting the Automatic Meter Reading System (AMR) to eliminate this issue. It is necessary for Water Division personnel to visit your property to check the transponder located on the exterior of your home to see if it is functioning properly. *A City of Newton Utilities Division employee will visit your home soon to inspect, replace, or remove the transponder. We apologize for this inconvenience; the City is making every effort to correct this issue and it may take several billing cycles to correct this issue. Once we receive the new transponder, we will install it and you should start to receive actual reads and the city will adjust your water bill accordingly. Should there be the need for the city to schedule an appointment you will be contacted, please refrain from calling to schedule an appointment.*

In the interim, if you receive an estimated water bill and the water consumption seems higher than your normal consumption, you can read your water meter and submit the read to our water billing department. They will adjust your water bill accordingly. Please see the below instructions.

Steps to read your water meter:

To locate your water meter, go to your basement and head to the front of your house (consider bringing a flashlight.) The water meter is connected to pipes that come down from the ceiling. The meter is brass on the bottom, about the size of a coffee can (see photos on the back), with a black cover on top that flips open. Your meter serial number will be on the top of that black cover. Lift the thin black cover and read all the numbers, just like the odometer in your car. This will be your water meter reading. **Take a photo of the meter serial number and the meter reading and forward to the City’s billing office at waterbilling@newtonma.gov.**

(Over)



Sincerely,

Thomas Fitzgerald

Thomas Fitzgerald
Utilities Director, City of Newton

Cc: James McGonagle, Commissioner, Department of Public Works
Shawna Sullivan, Deputy Commissioner, Department of Public Works
Kathleen Zegarelli, Utilities Operation Technician
John Reilly, Assistant Utilities Superintendent
Douglas Valovcin, Deputy Utilities Director