



TOWN OF ROYALSTON

SEWER COMMISSION

Box 125

Royalston, MA 01368

Sewer Billing Policy and Procedure

Objective: To bill for sewer service fairly, accurately and promptly, and to take timely and reasonable actions to collect past due amounts.

The provisions below are procedures only which do not create any requirements or standards which, upon non-compliance, will give rise to any claim, cause of action, or basis for nonpayment for services. The failure of the Town to comply strictly with any of these procedures is not a waiver or relinquishment of any of the rights of the Town to seek payment for sewer services nor does such failure create any defense to the obligation of the user to pay for sewer services.

Sewer Bills: Bills are issued semi-annually each fiscal year as follows:

Issue Date	Due Date
October 15	November 30
April 15	May 31

Bills are mailed in the name of the property owner to the property address. The Town will, however, upon written request by the property owner, mail bills to such other address as designated by the property owner.

Payments:

You can pay your bill with cash, check, money order or bank check at the Town Collector's Office at Whitney Hall. You can mail your check or money order tax payment to, Box 16, Royalston, MA 01368. Checks must be made out to "Town of Royalston". Bills can be paid on-line at the Town's Web site. A charge will be added to sewer bill for any check which is returned as non-payable for any reason, including but not limited to, non-sufficient funds. **Payments can be made in monthly installments. Contact the Collector's Office 978-249-2927.**

Late Payments:

If payment is not received by due date, the past due amount plus a finance charge of 0.42% a month (5% annually) will be added to amount owed. This charge will be assessed monthly until the bill is paid in full. A notice of amount due will be mailed ninety (90) days from issue date to property owner. Any unpaid sewer bill will be transferred to the following year's real estate tax bill as a lien and additional charges will be incurred. The Commission will allow payment plans for financial hardship cases. The terms of the payment plan will be negotiated by the Commission with the owner requesting the payment plan. A signed agreement will be required.

Discounts/Abatements:

A fifteen percent (15%) discount is available to homeowners 65 years of age or older who meet income and occupancy requirements. Applications are accepted between January 1 and May 31 for the next fiscal year. The Commission will approve or deny requests during its next posted meeting. If additional information is needed, the Commission will request information or owner to appear at meeting.

Requests for abatements must be submitted within 30 days of the bill issue date. Applications received after 30 days will be evaluated at the discretion of the Commission. If additional information is needed, the Commission will request information or owner to appear at meeting.