



Annual Water and Sewer Retail Rate Survey

**The Community Advisory Board to the
Massachusetts Water Resources Authority**

2025



The MWRA Advisory Board...

was established by the state Legislature to represent the 60 communities in the MWRA service area. Through annual comments and recommendations on the Authority's proposed capital and current expense budgets and rates, the Advisory Board provides a ratepayer perspective on the MWRA's plans and policies to improve the region's water and sewer systems.

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<http://www.mwraadvisoryboard.com>

follow us on Twitter: <https://linktr.ee/mwraadvisoryboard>

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Lexington
Lynn
Lynnfield
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MWRA Advisory Board

2025

Annual Water and Sewer Retail Rate Survey

Matthew A. Romero
Executive Director



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Introduction

This is the thirty-fifth “Annual Water and Sewer Retail Rate Survey” prepared by the Massachusetts Water Resources Authority (MWRA) Advisory Board, providing a comparative snapshot of water and sewer retail rates for each community in the MWRA service area. In addition, the survey also incorporates rate information from Massachusetts communities outside of the MWRA service area, as well as other cities nationwide. The preparation of this year’s survey was led by **Nathan Côté** of the Advisory Board staff, with support from **Bernadette Russo**, a student from Northeastern University who is working toward a Master of Science degree in Environmental Science and Policy.

The Rate Survey is typically the Advisory Board’s most requested document. We hope that municipal officials, water and sewer industry professionals, and concerned citizens continue to find the information presented in the survey useful and informative. As always, we welcome any questions or suggestions regarding this survey, which will allow us to improve the document for future years. Please do not hesitate to call our office at (617) 788-2050 or email us at mwra.ab@mwraadvisoryboard.com with your feedback. Copies of this document are available at our website in PDF format at <http://www.mwraadvisoryboard.com>.

Average Water and Sewer Rates

Historically, the survey has focused upon the average annual household use based on the industry standard of 120 hundred cubic feet (HCF), or approximately 90,000 gallons (90 kgal) to track retail rate increases over time. For historical purposes this constant is maintained throughout the document; however, in recognition of the variability of actual household usage by community, the Advisory Board for several years has provided a comparative assessment of actual costs for water and sewer retail rate customers based upon local, state, and federal data (LSF). The LSF usage number is calculated by MWRA staff and is based primarily on residential consumption reported by each community (local) in their annual Public Water Supply Annual Statistic Report filed with the Massachusetts Department of Environmental Protection (state), and the total population and average household size for each community based on data from the U.S. Census bureau (federal). The full calculation and source data can be found in Appendix C. Prior to 2009, this information had only been presented in Appendix C of the survey, but now is found on each community’s page.

The MWRA Advisory Board

The MWRA Advisory Board was created by the Massachusetts Legislature in 1984 to represent the interests of Massachusetts Water Resources Authority service area communities. The Advisory Board includes one representative from 60 of the communities that receive water and/or sewer services from the MWRA and one from the Metropolitan Area Planning Council. In addition, six members are appointed by the Governor to include a person with skills and expertise in matters relating to environmental protection, one representative each from the Connecticut River Basin, the Quabbin/Ware Watershed areas and the Wachusett Watershed area, plus two persons qualified by membership or affiliation in organizations concerned with the recreational or commercial uses of the Boston Harbor.

The Massachusetts Legislature has delegated specific responsibilities to the Advisory Board who, in turn, monitor the MWRA’s programs from a ratepayer perspective:

- Serving as a watchdog over the MWRA to ensure proper management and budgetary control;
- Making recommendations on annual expense budgets, capital improvement programs, business planning, and user charges;
- Holding hearings on matters relating to the MWRA and making subsequent recommendations to the Governor and the Legislature; and,
- Appointing three individuals to the eleven-member MWRA Board of Directors.

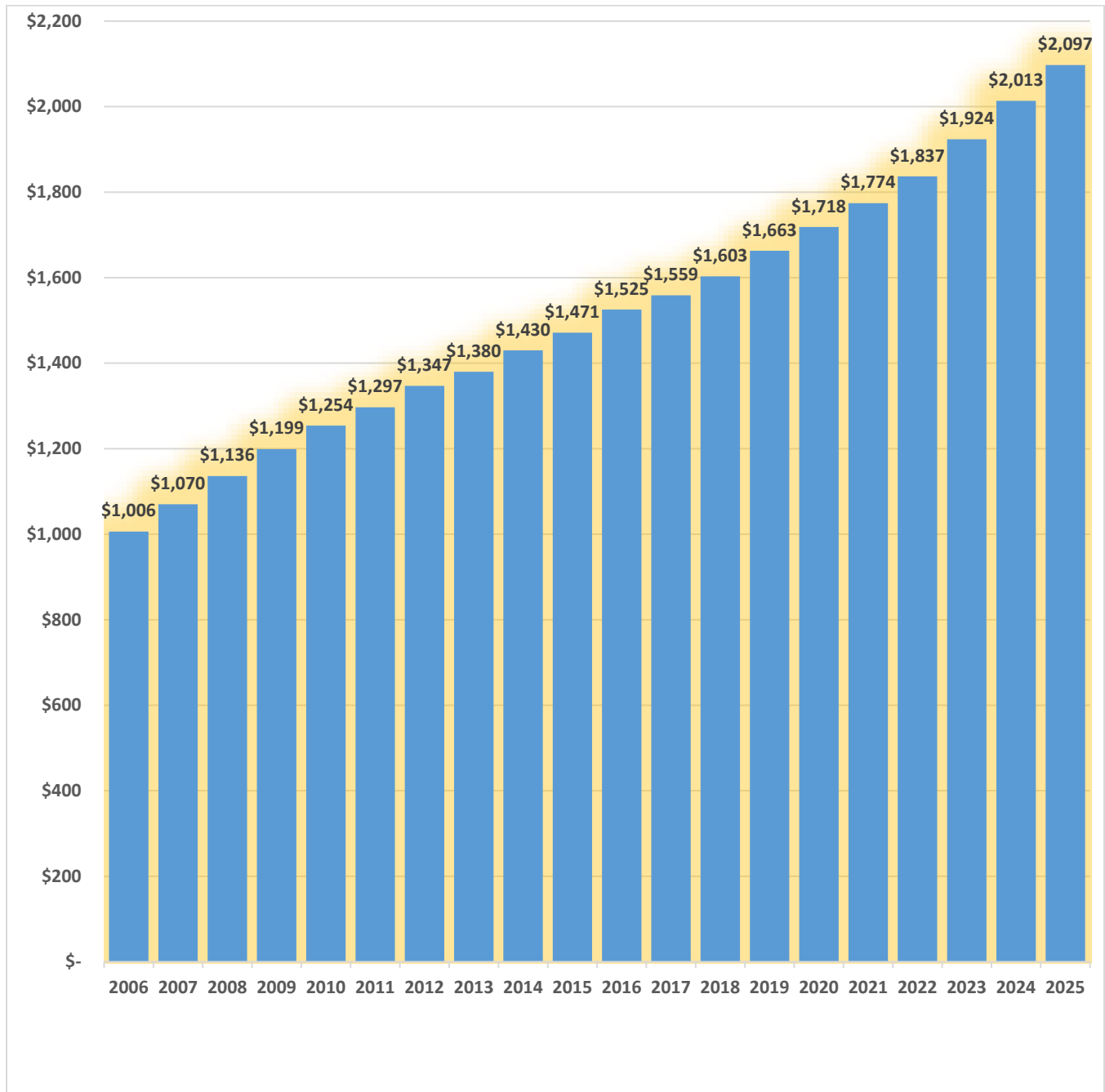
MWRA COMMUNITY 2025 WATER AND SEWER CHARGES



Average Combined Annual Water & Sewer Charges in MWRA Communities*

2006 – 2025

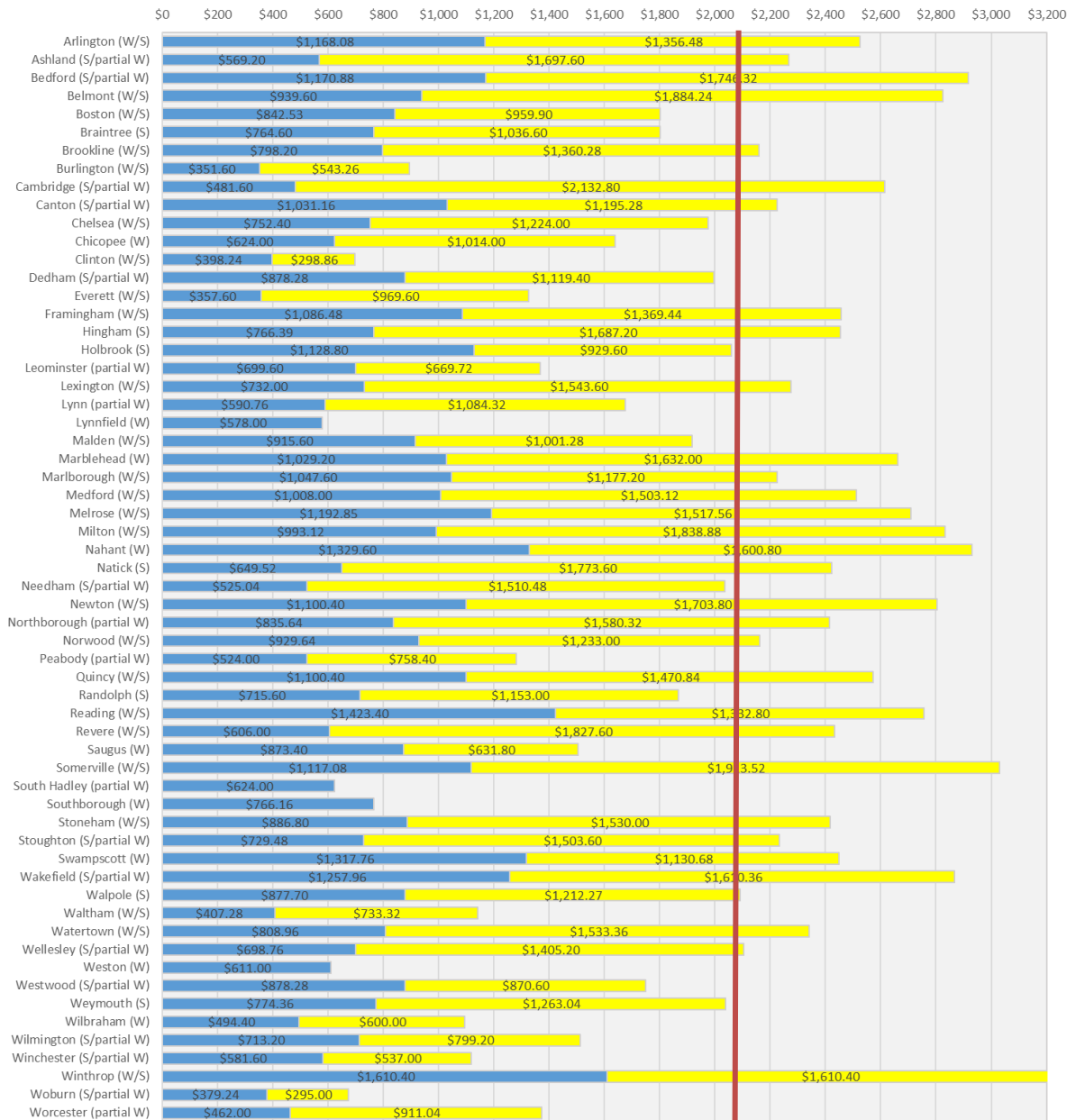
(Consumption at 120 HCF ≈ 90 kgal)



*The following communities do not provide municipal sewer services and, therefore, are not included in the averages:
Lynnfield Water District, South Hadley Fire District #1, Southborough and Weston.

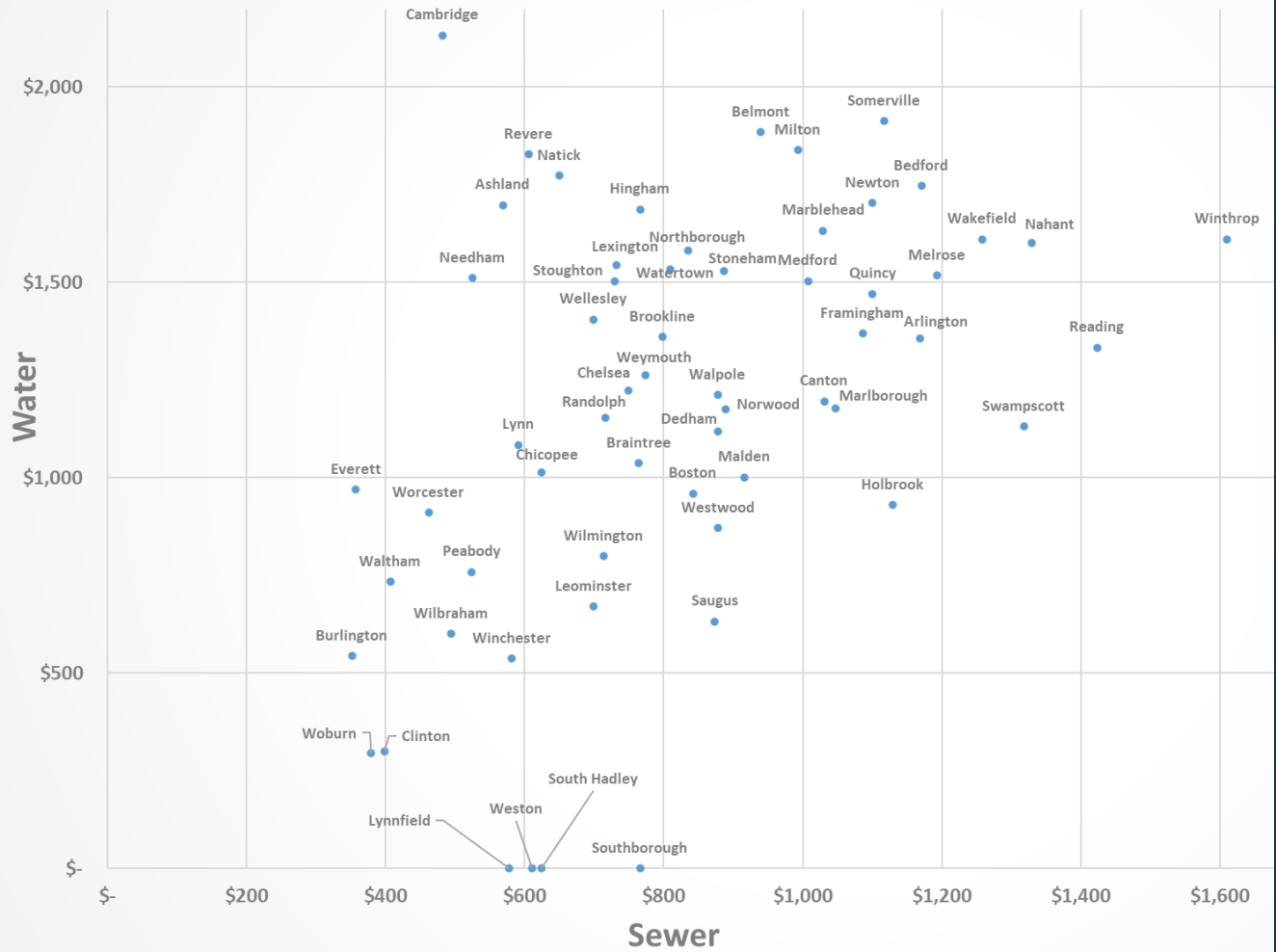
2025 Combined Retail Water & Sewer Community Charge Comparisons*

(Consumption at 120 HCF ≈ 90 kgal)



*The following communities do not provide municipal sewer services and, therefore, are not included in the averages:
Lynnfield Water District, South Hadley Fire District #1, Southborough, and Weston.

Annual Water and Sewer Bills (using 120 HCF)



MWRA SYSTEMWIDE SUMMARY DATA 2025		
	2024	2025
Avg. combined water and sewer cost	\$2,013.44	\$2,097.39
Percent change from prior year	4.68%	4.28%
<u>WATER BILLING FREQUENCY</u>		
Semi-Annual	7	6
Tri-Annual	2	1
Quarterly	39	39
Bi-Monthly	1	1
Monthly	11	13
<u>WATER RATE STRUCTURE</u>		
Ascending Block with Base/Minimum Charge	30	30
Ascending Block only	18	18
Flat Rate with Base/Minimum Charge	2	2
Flat Rate only	7	7
Fixed Fee	1	1
<u>SENIOR CITIZEN/LOW-INCOME DISCOUNTS</u>		
Senior Discount	26	26
Low-Income Discount	17	17
Both	10	10
Neither	27	27
<u>CHANGES IN COMBINED WATER AND SEWER CHARGES</u>		
Decrease	0	1
No change	12	10
0% to 10% increase	39	46
10% to 20% increase	9	2
20% to 30% increase	0	1
30% to 40% increase	0	0
40% to 50% increase	0	0
Greater than 50% increase	0	0

**ANNUAL WATER AND SEWER CHARGES IN
COMMUNITIES RECEIVING SERVICES FROM THE MWRA
2025**

	Water	Sewer
Arlington (W/S)*	\$ 1,168.08	\$ 1,356.48
Ashland (S/partial W)	\$ 569.20	\$ 1,697.60
Bedford (S/partial W)	\$ 1,170.88	\$ 1,746.32
Belmont (W/S)	\$ 939.60	\$ 1,884.24
Boston (W/S)	\$ 842.53	\$ 959.90
Braintree (S)	-	\$ 1,036.60
Brookline (W/S)	\$ 798.20	\$ 1,360.28
Burlington (W/S)	\$ 351.60	\$ 543.26
Cambridge (S/partial W)	\$ 481.60	\$ 2,132.80
Canton (S/partial W)	\$ 1,031.16	\$ 1,195.28
Chelsea (W/S)	\$ 752.40	\$ 1,224.00
Chicopee (W)	\$ 624.00	-
Clinton (W/S)	\$ 398.24	\$ 298.86
Dedham (S/partial W)	\$ 878.28	\$ 1,119.40
Everett (W/S)	\$ 357.60	\$ 969.60
Framingham (W/S)	\$ 1,086.48	\$ 1,369.44
Hingham (S)	-	\$ 1,687.20
Holbrook (S)	-	\$ 929.60
Leominster (partial W)	\$ 699.60	-
Lexington (W/S)	\$ 732.00	\$ 1,543.60
Lynn (partial W)	\$ 590.76	-
Lynnfield (W)	\$ 578.00	\$ -
Malden (W/S)	\$ 915.60	\$ 1,001.28
Marblehead (W)	\$ 1,029.20	-
Marlborough (partial W)	\$ 1,047.60	-
Medford (W/S)	\$ 1,008.00	\$ 1,503.12
Melrose (W/S)	\$ 1,192.85	\$ 1,517.56
Milton (W/S)	\$ 993.12	\$ 1,838.88
Nahant (W)*	\$ 1,329.60	-
Natick (S)	-	\$ 1,773.60
Needham (S/partial W)	\$ 525.04	\$ 1,510.48
Newton (W/S)	\$ 1,100.40	\$ 1,703.80
Northborough (partial W)	\$ 835.64	-
Norwood (W/S)	\$ 929.64	\$ 1,233.00
Peabody (partial W)	\$ 524.00	-
Quincy (W/S)	\$ 1,100.40	\$ 1,470.84
Randolph (S)	-	\$ 1,153.00
Reading (W/S)	\$ 1,423.40	\$ 1,332.80
Revere (W/S)	\$ 606.00	\$ 1,827.60
Saugus (W)	\$ 873.40	-
Somerville (W/S)	\$ 1,117.08	\$ 1,913.52
South Hadley (W)	\$ 624.00	-
Southborough (W)	\$ 766.16	-
Stoneham (W/S)	\$ 886.80	\$ 1,530.00
Stoughton (S/partial W)	\$ 729.48	\$ 1,503.60
Swampscott (W)	\$ 1,317.76	-
Wakefield (S/partial W)	\$ 1,257.96	\$ 1,610.36
Walpole (S)	-	\$ 1,212.27
Waltham (W/S)	\$ 407.28	\$ 733.32
Watertown (W/S)	\$ 808.96	\$ 1,533.36
Wellesley (S/partial W)	\$ 698.76	\$ 1,405.20
Weston (W)	\$ 611.00	\$ -
Westwood (S/partial W)	\$ 878.28	\$ 870.60
Weymouth (S)	-	\$ 1,263.04
Wilbraham (W)	\$ 494.40	-
Wilmington (S/partial W)	\$ 713.20	\$ 799.20
Winchester (S/partial W)*	\$ 581.60	\$ 537.00
Winthrop (W/S)	\$ 1,610.40	\$ 1,610.40
Woburn (S/partial W)	\$ 379.24	\$ 295.00
Worcester (partial W)	\$ 462.00	-
AVERAGE	\$826.95	\$ 1,312.21
Percent change	5.5%	3.31%

Water and Sewer Charges are based on an annual water consumption of 120 HCF ≈ 90 kgal.

(*) Indicates communities that utilize the debt service exclusion as permitted under General Law 59 Section 21C(n).

Combined Annual Water and Sewer Charges for Communities Receiving Services from the MWRA 2025

Charges include MWRA, community, and alternatively supplied services.

Rates based on average annual household use of **120 hundred cubic feet (HCF)**, or approximately **90,000 gallons**.

	Water	Sewer	Combined	Change
Arlington (W/S)*	\$1,168.08	\$1,356.48	\$2,524.56	4.5%
Ashland (S/partial W)	\$569.20	\$1,697.60	\$2,266.80	0.0%
Bedford (S/partial W)	\$1,170.88	\$1,746.32	\$2,917.20	4.7%
Belmont (W/S)	\$939.60	\$1,884.24	\$2,823.84	6.2%
Boston (W/S)	\$842.53	\$959.90	\$1,802.43	2.4%
Braintree (S)	\$764.60	\$1,036.60	\$1,801.20	0.0%
Brookline (W/S)	\$798.20	\$1,360.28	\$2,158.48	3.5%
Burlington (S/partial W)	\$351.60	\$543.26	\$894.86	8.0%
Cambridge (S/partial W)	\$481.60	\$2,132.80	\$2,614.40	6.8%
Canton (S/partial W)	\$1,031.16	\$1,195.28	\$2,226.44	5.1%
Chelsea (W/S)	\$752.40	\$1,224.00	\$1,976.40	1.9%
Chicopee (W)	\$624.00	\$1,014.00	\$1,638.00	3.8%
Clinton (W/S)	\$398.24	\$298.86	\$697.10	6.0%
Dedham (S/partial W)	\$878.28	\$1,119.40	\$1,997.68	5.9%
Everett (W/S)	\$357.60	\$969.60	\$1,327.20	4.9%
Framingham (W/S)	\$1,086.48	\$1,369.44	\$2,455.92	4.0%
Hingham (S)	\$766.39	\$1,687.20	\$2,453.59	0.0%
Holbrook (S)	\$1,128.80	\$929.60	\$2,058.40	0.0%
Leominster (partial W)	\$699.60	\$669.72	\$1,369.32	3.7%
Lexington (W/S)	\$732.00	\$1,543.60	\$2,275.60	3.4%
Lynn (partial W)	\$590.76	\$1,084.32	\$1,675.08	4.0%
Malden (W/S)	\$915.60	\$1,001.28	\$1,916.88	8.0%
Marblehead (W)	\$1,029.20	\$1,632.00	\$2,661.20	2.3%
Marlborough (partial W)	\$1,047.60	\$1,177.20	\$2,224.80	5.0%
Medford (W/S)	\$1,008.00	\$1,503.12	\$2,511.12	5.7%
Melrose (W/S)	\$1,192.85	\$1,517.56	\$2,710.41	0.0%
Milton (W/S)	\$993.12	\$1,838.88	\$2,832.00	2.3%
Nahant (W)*	\$1,329.60	\$1,600.80	\$2,930.40	3.6%
Natick (S)	\$649.52	\$1,773.60	\$2,423.12	9.4%
Needham (S/partial W)	\$525.04	\$1,510.48	\$2,035.52	5.5%
Newton (W/S)	\$1,100.40	\$1,703.80	\$2,804.20	3.7%
Northborough (partial W)	\$835.64	\$1,580.32	\$2,415.96	1.7%
Norwood (W/S)	\$929.64	\$1,233.00	\$2,162.64	4.8%
Peabody (partial W)	\$524.00	\$758.40	\$1,282.40	0.0%
Quincy (W/S)	\$1,100.40	\$1,470.84	\$2,571.24	4.3%
Randolph (S)	\$715.60	\$1,153.00	\$1,868.60	1.9%
Reading (W/S)	\$1,423.40	\$1,332.80	\$2,756.20	-0.5%
Revere (W/S)	\$606.00	\$1,827.60	\$2,433.60	9.7%
Saugus (W)	\$873.40	\$631.80	\$1,505.20	5.6%
Somerville (W/S)	\$1,117.08	\$1,913.52	\$3,030.60	5.5%
Stoneham (W/S)	\$886.80	\$1,530.00	\$2,416.80	4.9%
Stoughton (S/partial W)	\$729.48	\$1,503.60	\$2,233.08	0.0%
Swampscott (W)	\$1,317.76	\$1,130.68	\$2,448.44	22.0%
Wakefield (S/partial W)	\$1,257.96	\$1,610.36	\$2,868.32	4.7%
Walpole (S)	\$877.70	\$1,212.27	\$2,089.97	5.7%
Waltham (W/S)	\$407.28	\$733.32	\$1,140.60	0.0%
Watertown (W/S)	\$808.96	\$1,533.36	\$2,342.32	3.5%
Wellesley (S/partial W)	\$698.76	\$1,405.20	\$2,103.96	5.1%
Westwood (S/partial W)	\$878.28	\$870.60	\$1,748.88	6.8%
Weymouth (S)	\$774.36	\$1,263.04	\$2,037.40	2.0%
Wilbraham (W)	\$494.40	\$600.00	\$1,094.40	4.6%
Wilmington (S/partial W)	\$713.20	\$799.20	\$1,512.40	10.8%
Winchester (S/partial W)*	\$581.60	\$537.00	\$1,118.60	6.9%
Winthrop (W/S)	\$1,610.40	\$1,610.40	\$3,220.80	2.2%
Woburn (S/partial W)	\$379.24	\$295.00	\$674.24	0.0%
Worcester (partial W)	\$462.00	\$911.04	\$1,373.04	2.9%
AVERAGE	\$837.97	\$1,259.42	\$2,097.39	4.28%

The following communities do not provide municipal sewer services and, therefore, are not listed: Lynnfield Water District, South Hadley Fire District #1, Southborough and Weston.

(*) Indicates communities that utilize the debt service exclusion as permitted under General Law 59 Section 21C(n).

Arlington (W/S)



Residential Water Rates:

Last adjusted:	April 2025
0 - 15 ccf/3 months	\$ 8.80/HCF
16 - 30 ccf/3 months	\$ 9.42 "
over 30 ccf/3 months	\$ 11.42 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted:	April 2025
0 - 15 ccf/3 months	\$ 10.34/HCF
16 - 30 ccf/3 months	\$ 11.02 "
over 30 ccf/3 months	\$ 13.36 "

Billing Frequency: Quarterly

Billing Practices: Arlington does not allow irrigation meters, and sub-metering is permitted only when managed by the property owner.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,168.08	4.47%
Sewer	\$1,356.48	4.45%
Combined	\$2,524.56	4.46%

Annual Cost Based on Local, State & Federal Data

(52.2 HCF – See Appendix C
for Data & Calc.)

Water	\$534.24
Sewer	\$614.23
Combined	\$1,148.87

Additional Information Provided by Community

Community Challenges

Arlington faces rising capital costs for water line replacements and sewer system maintenance, which continue to strain local budgets. Lead service line investigations are also consuming a significant portion of the water capital program.

Ratepayer Engagement & Feedback

The Town holds public meetings on proposed rates to explain system needs. Affordability remains the most common concern raised by ratepayers, and some residents have expressed interest in irrigation meters and remote water-use tracking.

Regulatory/Emerging Issues

Arlington reports no PFAS concerns. It is complying with the federal Lead and Copper Rule but still has many unknown service lines that require field verification, which may necessitate a contracted program. The Town is also working to remove sump pumps that are improperly connected to the sewer system.

Workforce & Staffing

The Department of Public Works has six vacancies out of 18 positions and continues to face difficulty finding qualified CDL operators. To retain staff, Arlington provides in-house training opportunities, increases overtime compensation, and maintains a dependable fleet of work vehicles and equipment.



Arlington (W/S)

FY 2026 MWRA Assessments

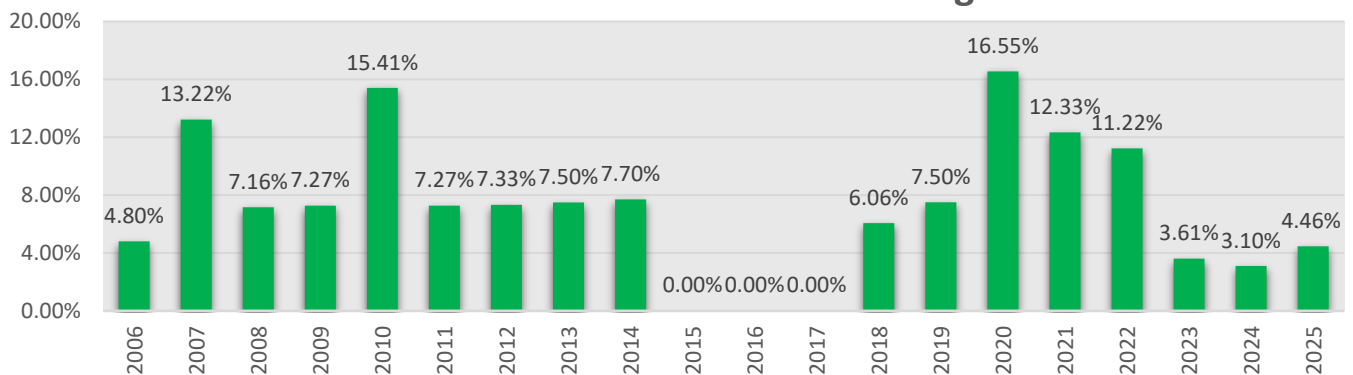
	FY25	FY26	Δ%
Water	\$5,700,350	\$6,087,599	6.8%
Sewer	\$9,492,790	\$9,607,850	1.2%
Combined	\$15,193,140	\$15,695,449	3.3%

Enterprise Fund Expenses *From Division of Local Services

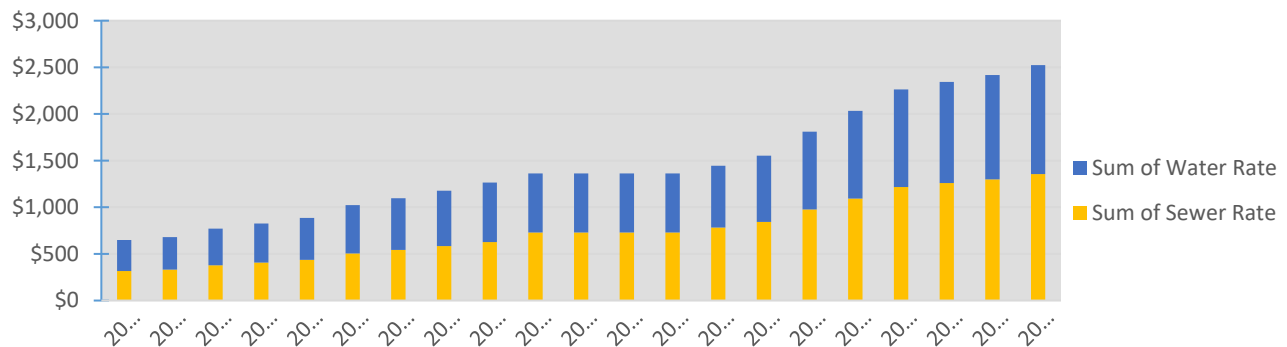
	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$19,583,278	\$20,228,705	3.30%

Assessment impact: MWRA assessment increases closely match Arlington's local rate increases.

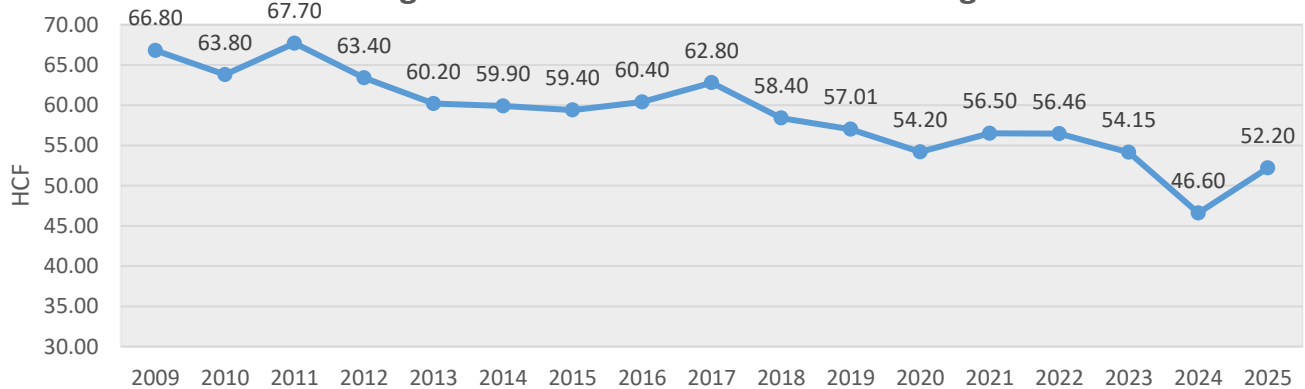
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Ashland (S/ partial W)



Residential Water Rates:

Last adjusted:	July 2024
0 – 10 HCF	\$ 3.85/HCF
10 - 40 HCF	\$ 4.39 "
40 - 90 HCF	\$ 6.53 "
>90 HCF	\$ 8.09 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted:	July 2024
0 – 10 HCF	\$ 12.88/HCF
10 - 40 HCF	\$ 13.98 "
40 - 90 HCF	\$ 15.55 "
>90 HCF	\$ 19.32 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Ashland allows secondary irrigation meters, which are billed on the same statement as the primary account, with non-sewered flows automatically deducted. The Town has just under 1,000 secondary meters. Sub-metering is not allowed; each service has one meter and receives one bill, except where an irrigation meter is installed. Billing is quarterly, with a small number of accounts billed monthly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$569.20	0.00%
Sewer	\$1,697.60	0.00%
Combined	\$2,266.80	0.00%

Annual Cost Based on Local, State & Federal Data

(61.8 HCF – See Appendix C

for Data & Calc.)

Water	\$313.70
Sewer	\$883.96
Combined	\$1,197.67

Additional Information Provided by Community

Community Challenges

Key challenges include replacing aging water meters and infrastructure, limited funding for major capital work, and staffing shortages.

Ratepayer Engagement & Feedback

Ashland communicates through mailers, its website, and social media. Feedback focuses on affordability and billing clarity.

Regulatory/Emerging Issues

The Town notes testing costs but reports little to no PFAS in finished water. Ashland is in compliance with the Lead and Copper Rule, though some connector records need updating. Sewer capacity is a growing concern, particularly with increased housing development.

Workforce & Staffing

The Town has difficulty hiring licensed operators and relies on internal training to build capacity.

Ashland (S/ partial W)

FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$0	\$0	0%
Sewer	\$2,975,664	\$3,059,045	2.8%
Combined	\$2,975,664	\$3,059,045	2.8%

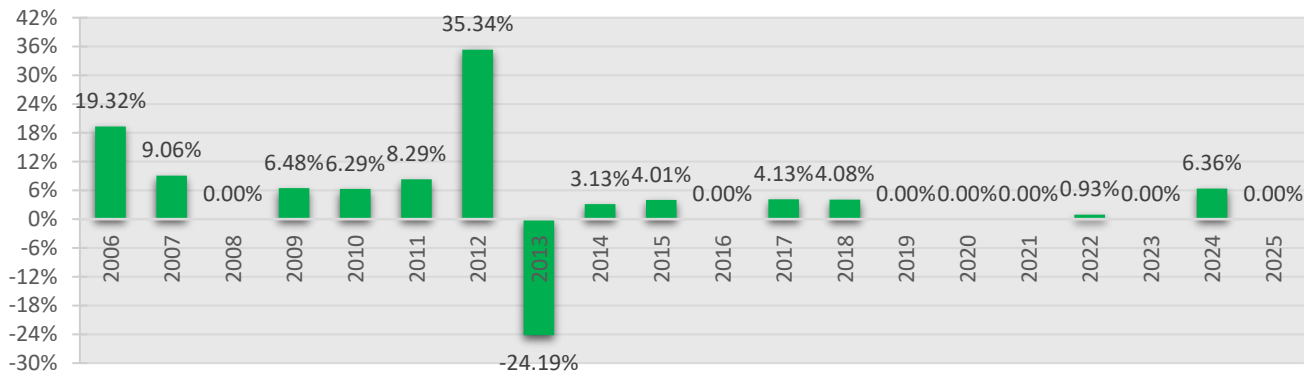
Enterprise Fund Expenses

*From Division of Local Services

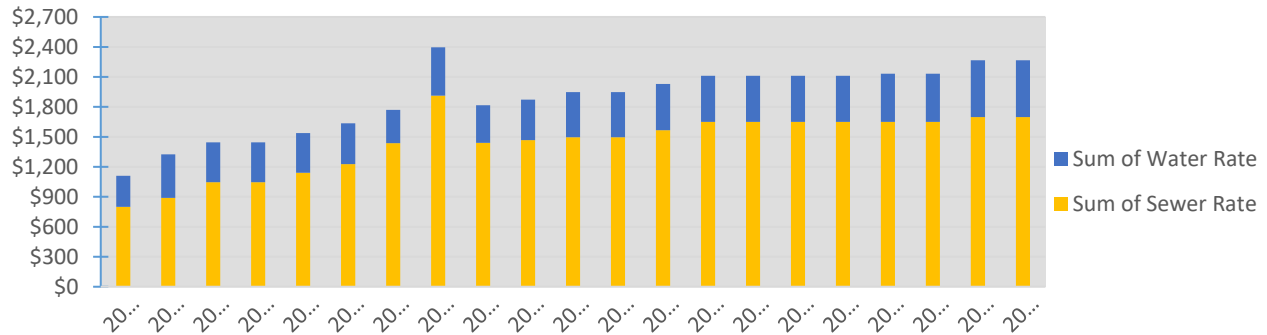
	FY24	FY25	Δ%
Water	\$2,410,599	N/A	N/A
Sewer	\$5,223,965	N/A	N/A
Combined	\$7,634,564	N/A	N/A

Assessment impact: Minimal impact reported.

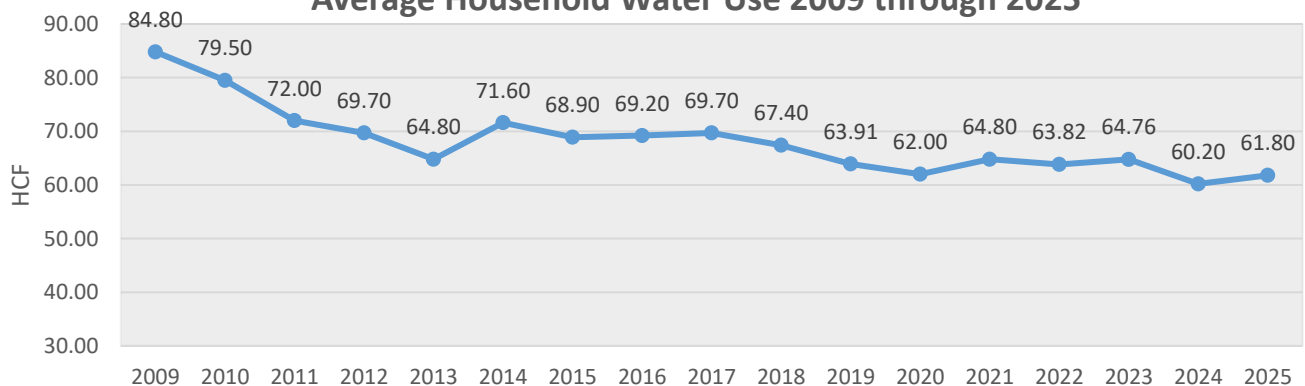
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Bedford (S/partial W)



Residential Water Rates:

Last adjusted: July 2025

Fund: General

Base charge per bill \$4.00
 0 – 3.33 HCF \$ 1.90/HCF
 >3.33 HCF \$ 13.10 "

Billing Frequency: Monthly

Residential Sewer Rates:

Last adjusted: July 2025

Fund: General

Base charge per bill \$6.00
 0 – 3.33 HCF \$ 3.30/HCF
 >3.33 HCF \$ 19.30 "

Based on 100% of water usage.
 Billing Frequency: Monthly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,170.88	14.45%
Sewer	\$1,746.32	-0.91%
Combined	\$2,917.20	4.73%

Annual Cost Based on Local, State & Federal Data

(66.5 HCF – See Appendix C
for Data & Calc.)

Water	\$471.60
Sewer	\$716.09
Combined	\$1,187.69

Commercial Water Rates:

Same as residential**

Commercial Sewer Rates:

Same as residential, but prorated and billed on a monthly basis (monthly base charge is 1/6 the semi-annual)**

Additional Data by Community

Does this Community Use Second Meters?	Yes (\$48/year Base fee and \$16.30/HCF)	Does this Community Offer Senior and/or Low Income Discounts?	No
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Stormwater

Current Funding Source of
Stormwater-Related Costs:

Tax Levy (DPW Budget)

**based on prior year survey data, may not be current

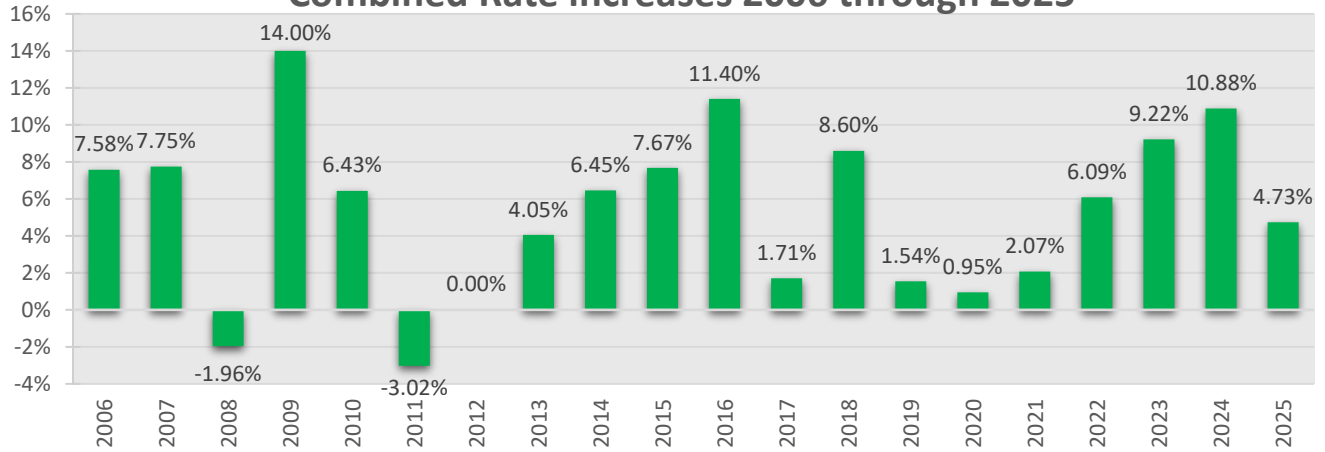


Bedford (S/partial W)

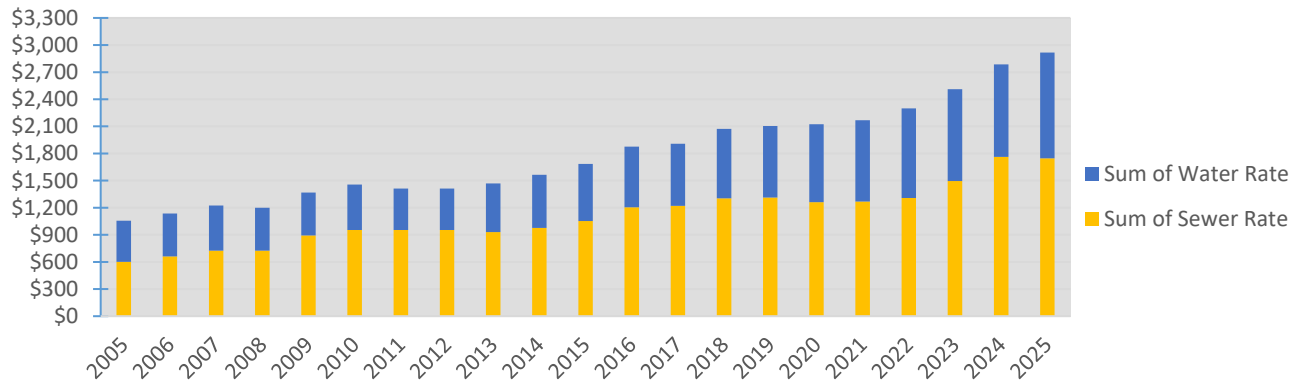
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$3,886,054	\$3,950,878	1.7%
Combined	\$3,886,054	\$3,950,878	1.7%

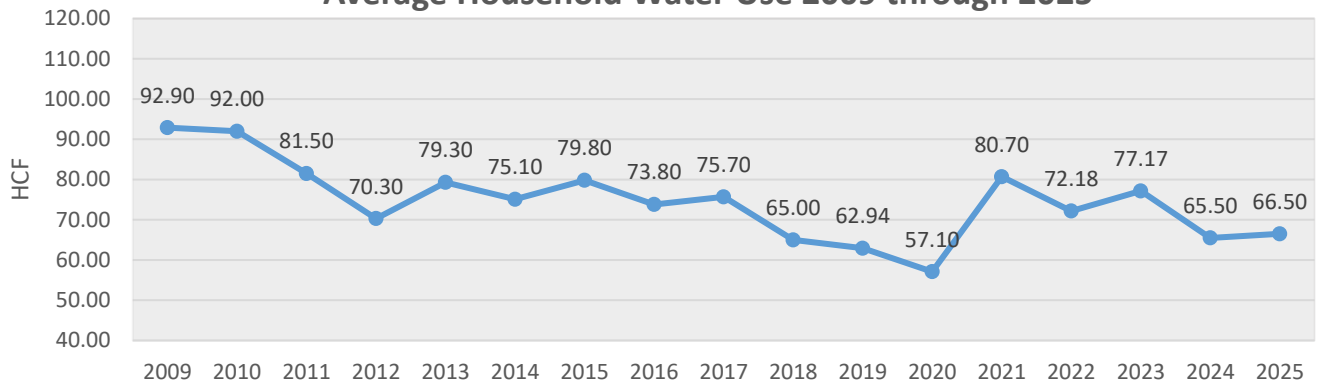
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Belmont (W/S)



Residential Water Rates:

Last adjusted: August 2025

Base charge per bill	\$6.30
0 – 30 HCF	\$ 7.20/HCF
>30 HCF	\$ 8.26 "

Billing Frequency: Monthly

Residential Sewer Rates:

Last adjusted: August 2025

Base charge per bill	\$5.92
All units	\$15.11/HCF

Based on 100% of water usage.

Billing Frequency: Monthly

Billing Practices: Belmont allows dedicated irrigation meters, though irrigation water is billed at a higher cost than domestic use. The Town allows additional meters for apartments, multi-family buildings, and condominiums, and strongly recommends separate meters for each condo unit due to billing complications with single-meter arrangements. All accounts are billed monthly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$939.60	3.41%
Sewer	\$1,884.24	7.70%
Combined	\$2,823.84	6.23%

Annual Cost Based on Local, State & Federal Data

(69.9 HCF – See Appendix C
for Data & Calc.)

Water	\$578.88
Sewer	\$1,127.23
Combined	\$1,706.11

Additional Information Provided by Community

Community Challenges

Stormwater funding remains a challenge, and the Town is working to develop a rate structure that ensures adequate resources. Water and sewer operations also balance substantial enterprise budgets.

Ratepayer Engagement & Feedback

Town Meeting members, of which there are about 250, have opportunities to weigh in when rates are discussed. Residents frequently raise affordability concerns, particularly among seniors. Belmont offers reduced water and sewer rates for disabled, elderly, and low-income households.

Regulatory/Emerging Issues

Belmont has no PFAS concerns at this time. The Town maintains a strong inventory of water services and mains. Water mains are replaced during repaving projects or when flow rates decline. Although Belmont has no lead in the system, future costs could rise closer to 2035 if external funding for compliance is not available.

Workforce & Staffing

Belmont provides training and incentives for employees to obtain certifications and licenses, and staffing levels are nearly full.



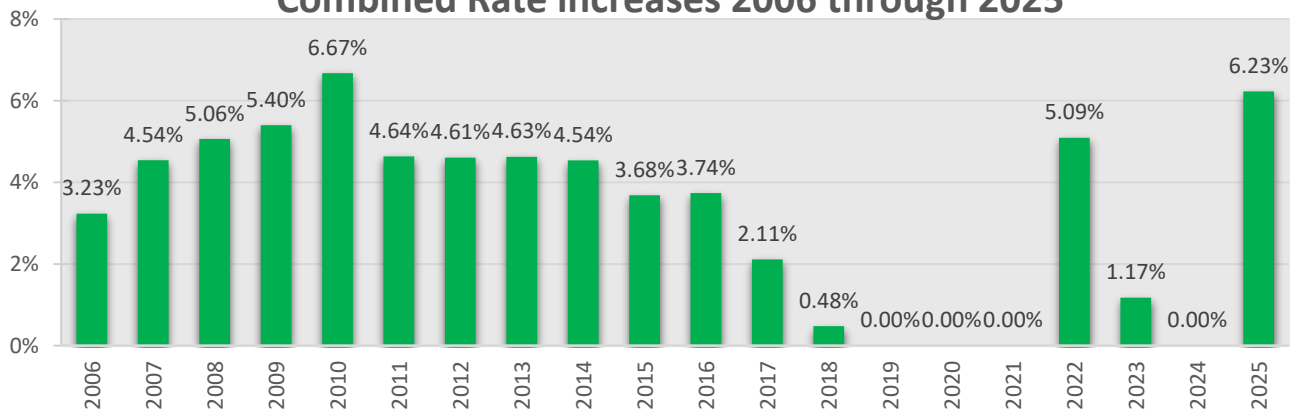
Belmont (W/S)

FY 2026 MWRA Assessments

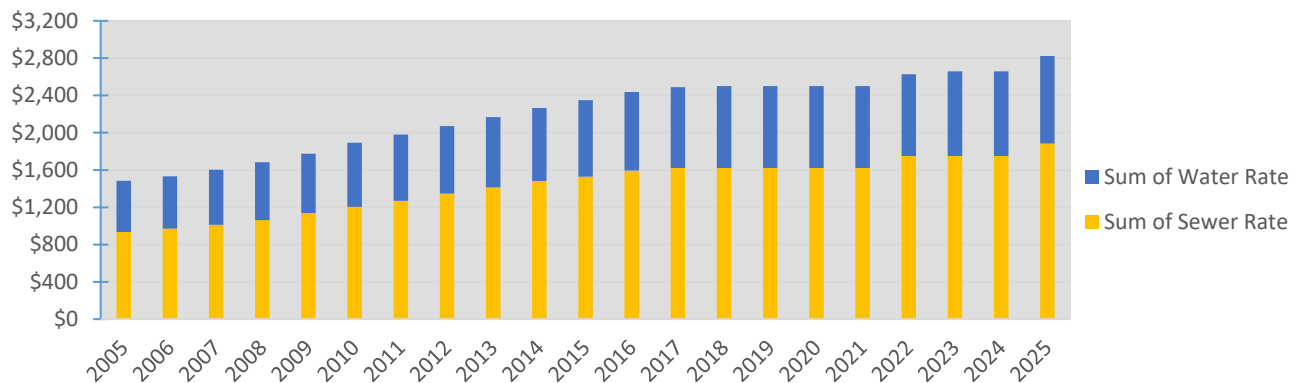
	FY25	FY26	Δ%
Water	\$3,259,822	\$3,608,362	10.7%
Sewer	\$5,692,509	\$5,740,003	0.8%
Combined	\$8,952,331	\$9,348,365	4.4%

Assessment impact: MWRA assessments account for approximately 44.1 percent of the water budget and 54.7 percent of the sewer budget.

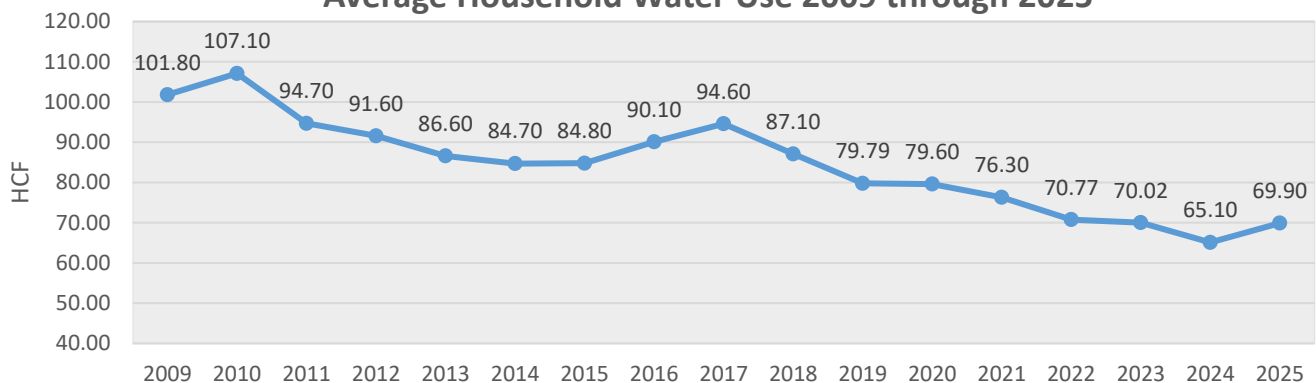
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Boston – Boston Water and Sewer Commission (W/S)



Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
First 19 CF/Day	\$6.822/HCF
Next 20 CF	\$7.285 "
Next 50 CF	\$7.945 "
Next 260 CF	\$8.468 "
Next 950 CF	\$8.913 "
Over 1,299 CF	\$9.279 "
Billing Frequency:	Monthly

Residential Sewer Rates:

Last adjusted:	January 2025
Fund:	Enterprise
First 19 CF/Day	\$6.623/HCF
Next 20 CF	\$7.735 "
Next 50 CF	\$9.560 "
Next 260 CF	\$10.697 "
Next 950 CF	\$11.642 "
Over 1,299 CF	\$12.519 "
Based on 100% of water usage.	
Billing Frequency:	Monthly

Billing Practices: Boston allows sewer abatement meters to measure water that does not enter the sewer system. Approximately 1,055 accounts have abatement meters, and credits appear directly on the main bill. Sub-metering is not overseen by BWSC; property owners may sub-meter internally, but BWSC bills only from the master meter. All residential and commercial customers are billed monthly.

Annual Cost AWWA Standard for Historical Comparison (120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$842.53	7.93%
Sewer*	\$959.90	-2.00%
Combined	\$1,802.43	2.4%

Annual Cost Based on Local, State & Federal Data (41.4 HCF – See Appendix C for Data & Calc.)

Water	\$282.43
Sewer*	\$381.95
Combined	\$664.38

*Includes an \$8.98/month stormwater fee, first implemented in 2024.

Additional Information Provided by Community

Community Challenges

A major challenge for BWSC is managing new stormwater-only ratepayers, who did not previously have water or sewer accounts.

Ratepayer Engagement & Feedback

BWSC uses community meetings, mailers, social media, bill inserts, and online financial reports to communicate system issues and explain how MWRA assessments affect local rates. Recent feedback has centered on billing clarity for the new stormwater rate.

Regulatory/Emerging Issues

Boston does not anticipate PFAS-related impacts since water and wastewater services come from MWRA. The City operates a Lead Replacement Incentive Program that fully covers private lead service replacement for eligible customers. BWSC does not currently expect other regulatory changes to significantly affect operations.

Workforce & Staffing

A surge in retirements has created an increase in vacancies. BWSC recruits through its website and social media and uses cross-training to ensure employees can assume new responsibilities as positions open.

Boston – Boston Water and Sewer Commission (W/S)



FY 2026 MWRA Assessments

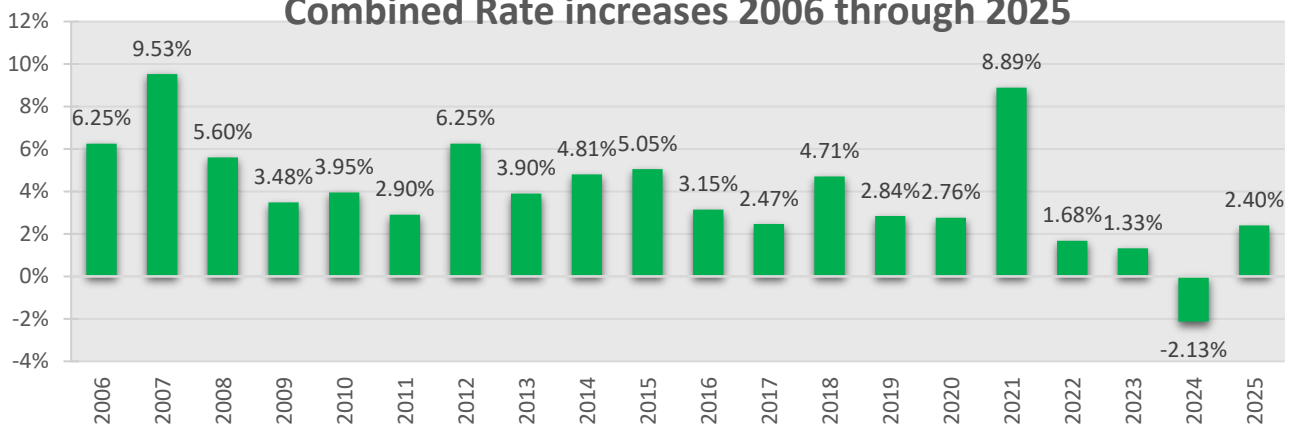
	FY25	FY26	Δ%
Water	\$109,867,908	\$112,816,245	2.7%
Sewer	\$150,037,179	\$152,091,678	1.4%
Combined	\$259,905,087	\$264,907,923	1.9%

Enterprise Fund Expenses *From Division of Local Services

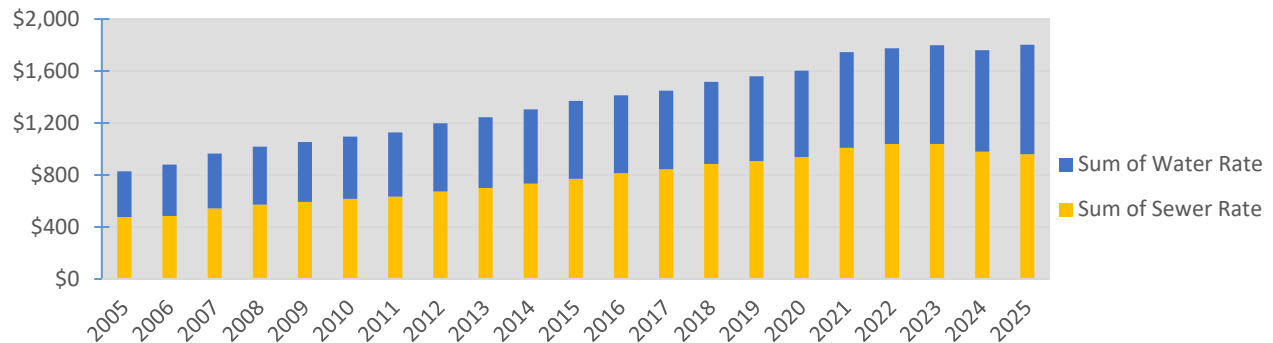
	FY24	FY25	Δ%
Water	N/A	\$225,352,533	N/A
Sewer	N/A	\$252,277,037	N/A
Combined	N/A	\$477,629,570	N/A

Assessment impact: MWRA assessments have grown and contribute to incremental rate increases for customers.

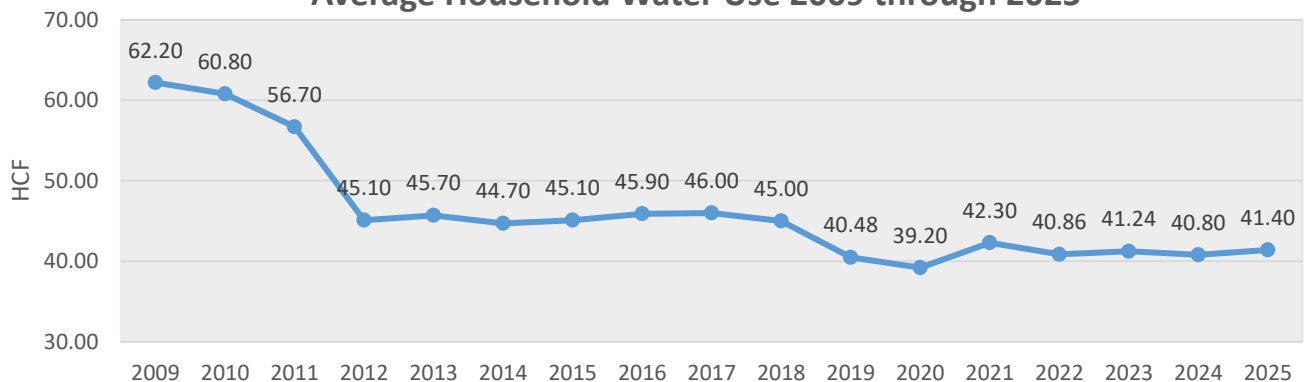
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Braintree (S)



Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Base charge per bill	\$ 27.50
0 – 5 HCF	\$ 3.83/HCF
5 - 35 HCF	\$ 5.78 "
35 - 100 HCF	\$ 9.44 "
100 - 200 HCF	\$ 14.93 "
>200 HCF	\$ 23.59 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Base charge per bill	\$ 27.50
0 – 5 HCF	\$ 6.33/HCF
5 - 35 HCF	\$ 8.00 "
35 - 100 HCF	\$ 10.82 "
100 - 200 HCF	\$ 14.63 "
>200 HCF	\$ 19.78 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$764.60	0.00%
Sewer	\$1,036.60	0.00%
Combined	\$1,801.20	0.00%

Annual Cost Based on Local, State & Federal Data

(59.1 HCF – See Appendix C
for Data & Calc.)

Water	\$412.60
Sewer	\$549.40
Combined	\$962.00

Braintree has a \$5.00 discount for all customers, residential and commercial, if bill is paid within 30 days.

Commercial Water Rates:

Same as residential**

Commercial Sewer Rates:

Same as residential**

Additional Data by Community

Does this Community Use Second Meters?	No	Does this Community Offer Senior and/or Low Income Discounts?	No
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Stormwater

Current Funding Source of Stormwater-Related Costs:	Tax Levy
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**based on prior year survey data, may not be current



Braintree (S)

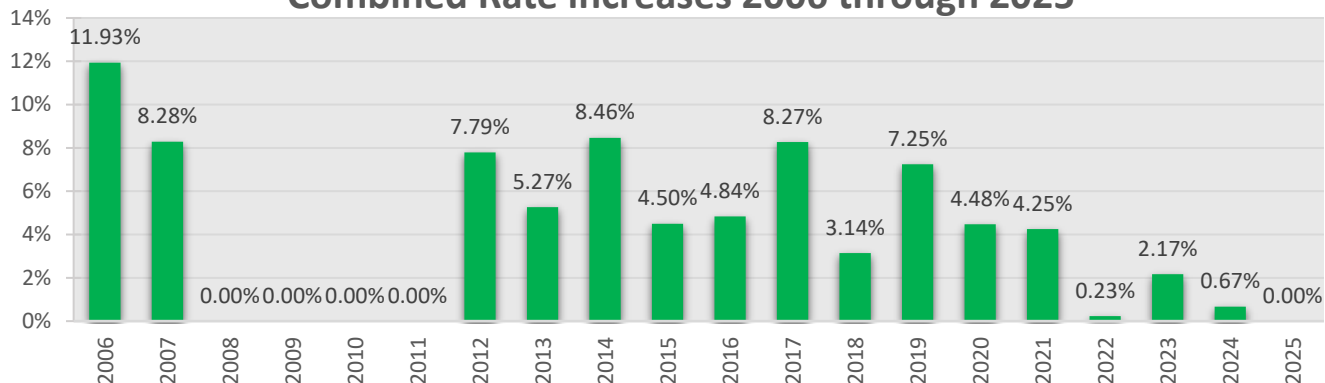
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$10,613,254	\$10,548,153	-0.6%
Combined	\$10,613,254	\$10,548,153	-0.6%

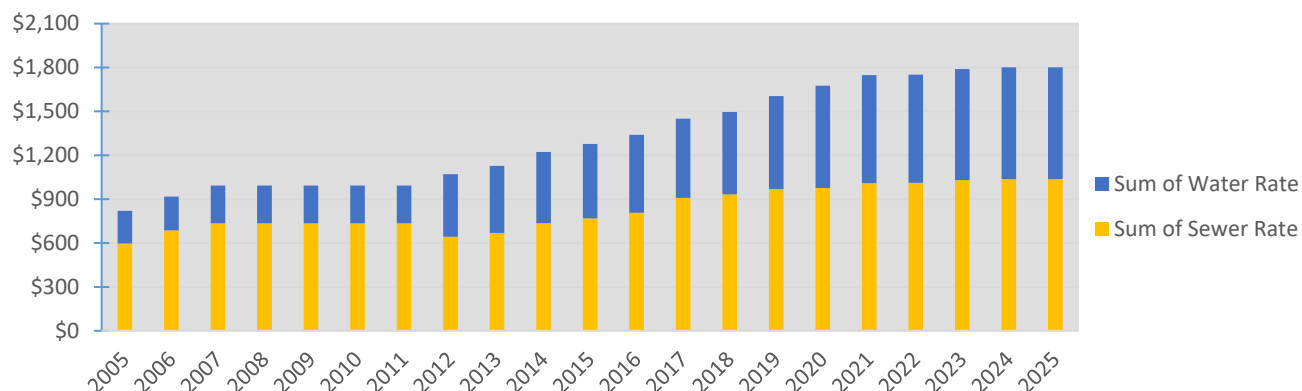
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$21,880,313	\$22,953,095	4.90%
Sewer	N/A	N/A	N/A
Combined	N/A	N/A	N/A

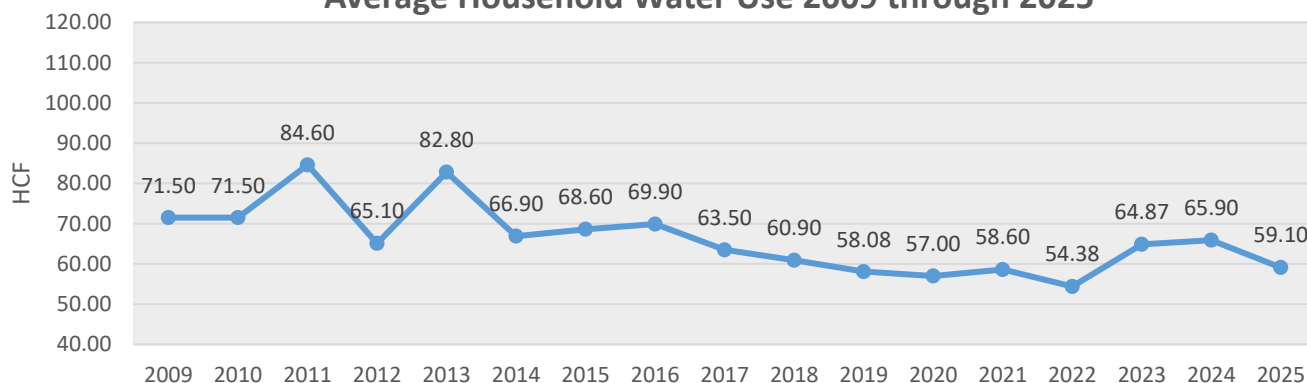
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Brookline (W/S)



Residential Water Rates:

Last adjusted:	July 2025
Base charge per bill	\$38.27
0 – 18 HCF	\$ 3.36/HCF
>19 HCF	\$ 8.40 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Base charge per bill	\$38.27
0 – 18 HCF	\$ 10.06/HCF
>19 HCF	\$ 10.06 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Brookline allows irrigation meters, which are billed separately with no sewer charges. The Town does not allow sub-metering. All accounts are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$798.20	3.44%
Sewer	\$1,360.28	3.50%
Combined	\$2,158.48	3.47%

Annual Cost Based on Local, State & Federal Data

(60.2 HCF – See Appendix C
for Data & Calc.)

Water	\$355.35
Sewer	\$758.69
Combined	\$1,114.04

Additional Information Provided by Community

Community Challenges

Brookline faces difficulty hiring CDL and heavy equipment operators. The Town aims to maintain annual rate increases of 3–3.5 percent to match expenses.

Ratepayer Engagement & Feedback

MWRA assessments and their connection to local rates are discussed during the budget and rate setting process. Residents frequently ask questions about the mandatory meter swap program.

Regulatory/Emerging Issues

Brookline is concerned about future PFAS regulations and potential MWRA costs if biosolids must be landfilled or incinerated instead of land-applied. The Town has completed its service line inventory; all public-side unknowns were investigated or replaced this year, and private-side unknowns are being addressed through the replacement and meter swap programs. Remaining challenges include replacing cement-lined iron pipes with lead goosenecks. MS4 compliance requirements, especially phosphorus reduction, remain costly.

Workforce & Staffing

Retirements, succession planning, and hiring qualified operators are ongoing challenges. Brookline notes the need for more competitive pay and is increasing internal training and promotional pathways.



Brookline (W/S)

FY 2026 MWRA Assessments

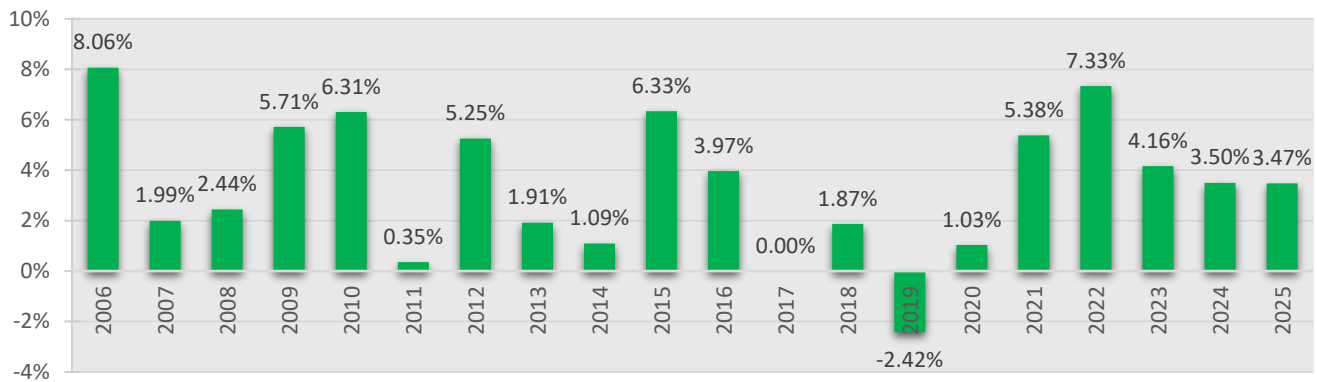
	FY25	FY26	Δ%
Water	\$8,373,742	\$8,986,468	7.3%
Sewer	\$13,457,245	\$13,172,037	-2.1%
Combined	\$21,830,987	\$22,158,505	1.5%

Enterprise Fund Expenses *From Division of Local Services

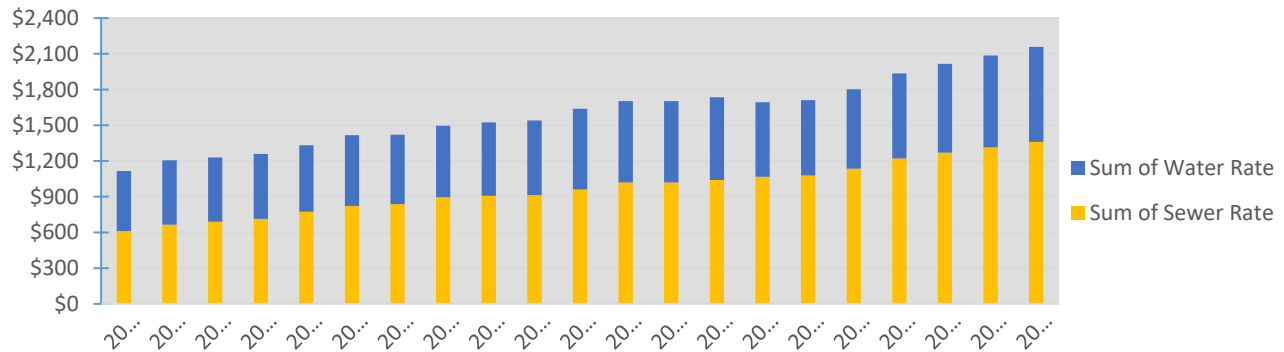
	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$28,375,202	N/A	N/A

Assessment impact: Water assessments have increased; sewer assessments have not. Brookline targets annual rate increases of 3–3.5 percent to keep pace with costs.

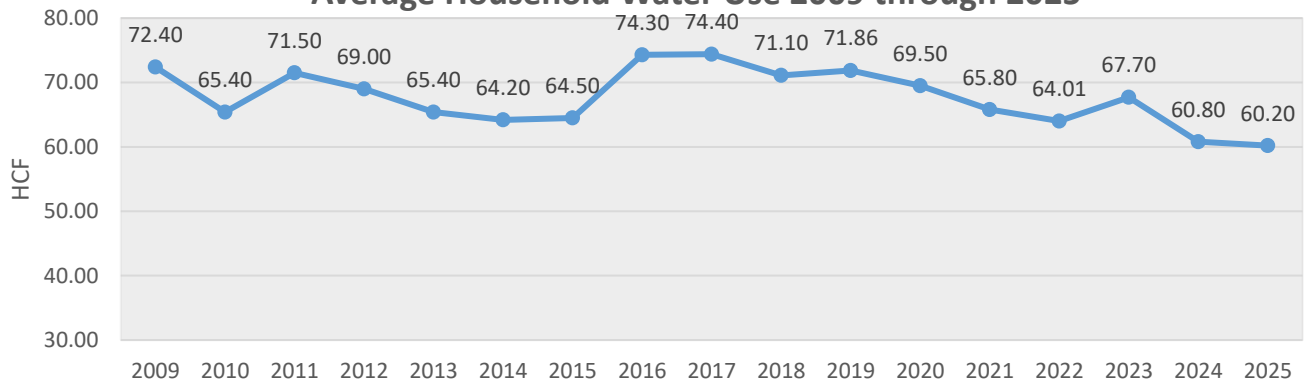
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Burlington (S/ partial W)



Residential Water Rates:

Last adjusted:	July 2025
First 10 kgal	\$33.10
10 – 15 kgal	\$ 3.58/kgal
15 – 25 kgal	\$ 4.92 "
25 – 35 kgal	\$ 6.26 "
35 – 45 kgal	\$ 8.05 "
>45 kgal	\$ 8.50 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
First 10 kgal	\$29.14
10 – 15 kgal	\$ 8.33/kgal
15 – 25 kgal	\$ 8.67 "
25 – 35 kgal	\$ 9.71 "
35 – 45 kgal	\$ 11.10 "
>45 kgal	\$ 13.19 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Burlington allows residential second meters for irrigation, billed for water only. The Town does not provide or bill sub-meters; multifamily or commercial properties receive either individual meters or one master meter, with any internal sub-metering handled by owners. All accounts are billed quarterly, and irrigation meters are billed twice per year on the same cycle.

Annual Cost AWWA Standard for Historical Comparison (120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$351.60	9.82%
Sewer	\$543.26	6.78%
Combined	\$894.86	7.95%

Annual Cost Based on Local, State & Federal Data (65.2 HCF – See Appendix C for Data & Calc.)

Water	\$229.58
Sewer	\$328.24
Combined	\$557.83

Additional Information Provided by Community

Community Challenges

PFAS treatment operations and associated costs are major challenges. Water rates are currently subsidized by the general fund by about 40 percent, and aligning rates with actual costs will require significant increases. MWRA water assessments are funded within the DPW operating budget, which can fluctuate sharply depending on annual water use.

Ratepayer Engagement & Feedback

The Town discusses water and sewer issues at Select Board, Finance Committee, and Town Meeting sessions. Residents most often raise concerns about affordability and outdoor watering limitations.

Regulatory/Emerging Issues

Burlington continues to optimize PFAS treatment operations and refine long-term O&M needs, including resin and filter replacement schedules. The service line inventory has been accepted by MassDEP, and the Town is entering the validation phase. Although no public-side lead services have been found, roughly 4,500 services are listed as unknown and must be validated through excavation. No other regulatory concerns were noted.

Workforce & Staffing

Burlington faces turnover in both field and administrative positions, and many applicants lack CDL licenses. The Town covers 50 percent of CDL training costs and gives new hires six months to obtain the license. Staff are encouraged to pursue additional training through MWWA and other relevant organizations, with job-related costs covered.

Burlington (S/ partial W)

FY 2026 MWRA Assessments

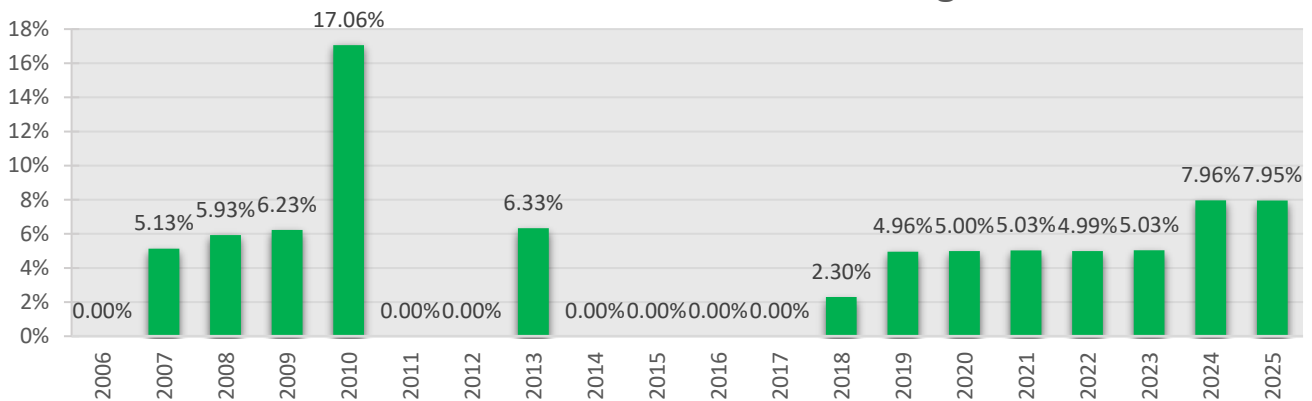
	FY25	FY26	Δ%
Water	\$2,637,231	\$2,573,260	-2.4%
Sewer	\$6,231,204	\$6,369,082	2.2%
Combined	\$8,868,435	\$8,942,342	0.8%

Enterprise Fund Expenses *From Division of Local Services

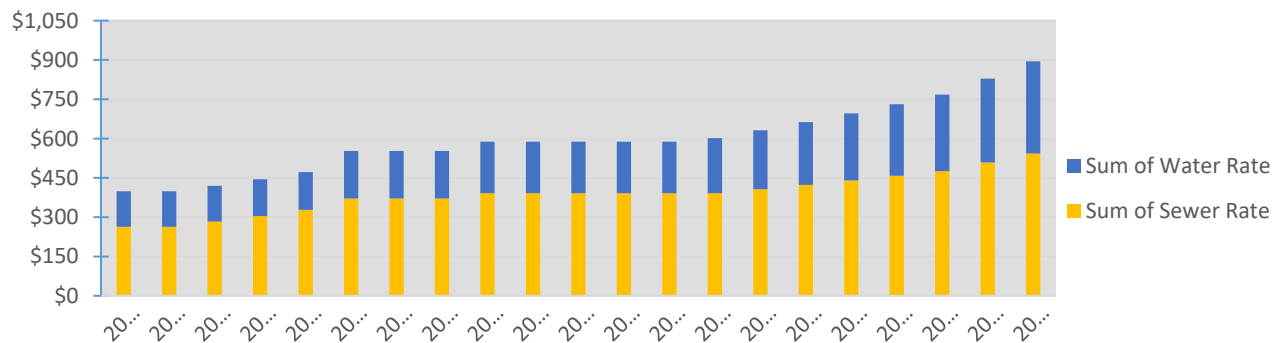
	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	\$6,332,304	\$6,369,918	0.59%
Combined	N/A	N/A	N/A

Assessment impact: No significant proportional increase reported. MWRA assessments are funded in the operating budget and influence annual rate needs depending on purchased water volume.

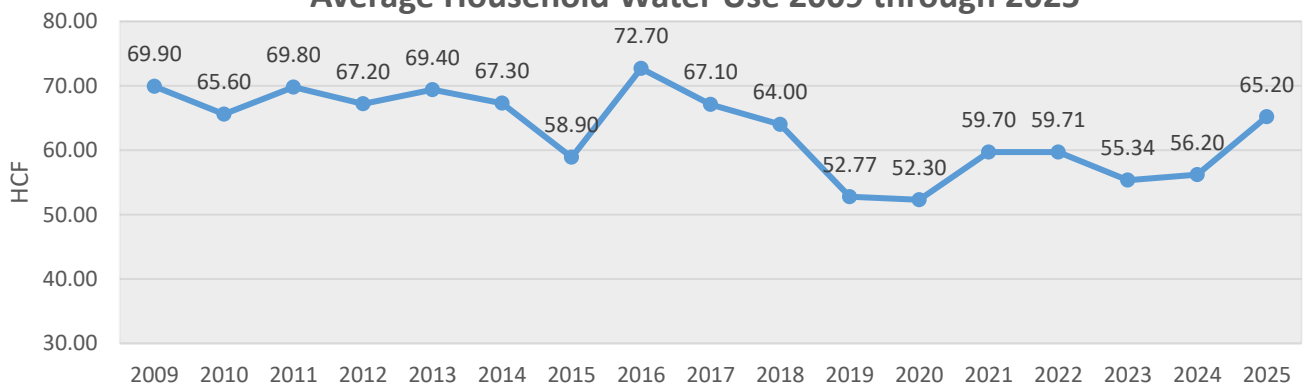
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Cambridge (S/partial W)



Residential Water Rates:

Last adjusted: April 2025

0 – 10 HCF	\$3.84/HCF
10 – 100 HCF	\$4.10 "
100 – 500 HCF	\$4.36 "
500 – 2,500 HCF	\$4.63 "
>2,500 HCF	\$5.03 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: April 2025

0 – 10 HCF	\$17.12/HCF
10 – 100 HCF	\$18.10 "
100 – 500HCF	\$19.45 "
500 – 2,500 HCF	\$20.93 "
>2,500 HCF	\$22.25 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Cambridge allows water-only irrigation accounts. Residential irrigation accounts are charged water only; commercial water-only accounts are charged water and sewer unless they apply for abatement. Sub-metering is not billed by the City; property owners manage their own internal meters. All accounts are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$481.60	8.18%
Sewer	\$2,132.80	6.53%
Combined	\$2,614.40	6.83%

Annual Cost Based on Local, State & Federal Data

(40.1 HCF – See Appendix C

for Data & Calc.)

Water	\$154.01
Sewer	\$686.61
Combined	\$840.62

Additional Information Provided by Community

Community Challenges

Water: Frequent drought conditions continue to affect operations and planning.
Sewer: Rehabilitation of aging infrastructure

Ratepayer Engagement & Feedback

The City communicates through its website, social media, billing inserts, news outlets, and the annual Consumer Confidence Report. Feedback focuses on high bills and the cost of water.

Regulatory/Emerging Issues

Water: Cambridge must perform annual GAC media changeouts to comply with PFAS MCLs, adding about \$1.5 million to the yearly budget. The City is fully compliant with its service line inventory and notification requirements and has applied for a \$12 million SRF loan to replace remaining lead services. Microplastics are an emerging area of concern.

Sewer: Cambridge is developing an updated Long Term Combined Sewer Overflow Control Plan for the Alewife Brook and Charles River Watersheds.

Workforce & Staffing

Cambridge faces generational retirements and difficulty filling union trade positions. Strict licensing requirements and long timeframes to reach higher operator levels have made recruitment difficult. Increasing pay and benefits has been the most effective incentive.



Cambridge (S/partial W)

FY 2026 MWRA Assessments

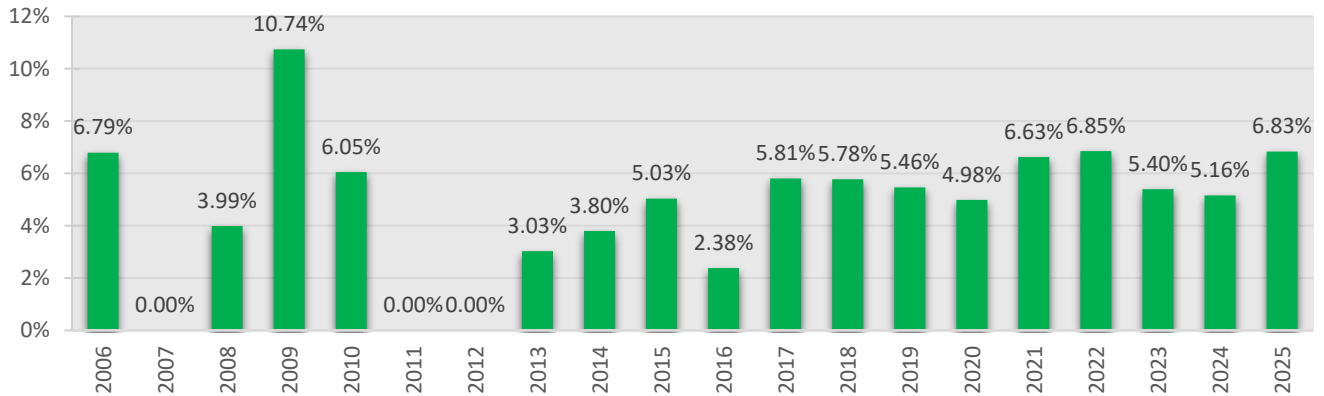
	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$31,407,738	\$32,988,091	5.0%
Combined	\$31,407,738	\$32,988,091	5.0%

Enterprise Fund Expenses *From Division of Local Services

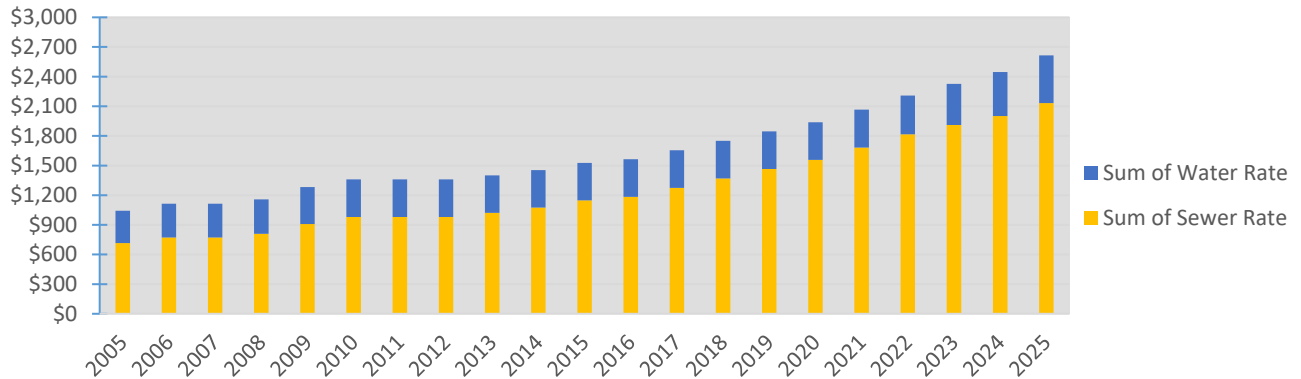
	FY24	FY25	Δ%
Water	\$13,921,889	\$14,756,482	5.99%
Sewer	N/A	N/A	N/A
Combined	N/A	N/A	N/A

Assessment impact: MWRA assessments are not a primary concern, as reported.

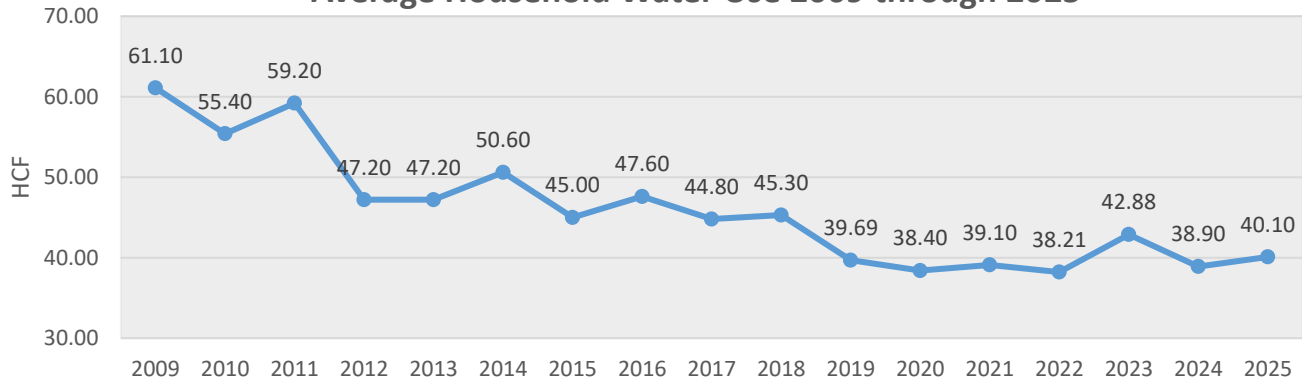
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Canton (S/partial W)



Residential Water Rates:

Last adjusted:	May 2025
Base Charge	\$20.04
1 – 15 HCF	\$ 5.68/HCF
15 – 40 HCF	\$ 10.17 "
40 – 100 HCF	\$ 16.58 "
>100 HCF	\$ 21.37 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	May 2025
Base Charge	\$5.57
1 – 15 HCF	\$ 9.15/HCF
15 – 40 HCF	\$ 10.40 "
40 – 100 HCF	\$ 13.85 "
>100 HCF	\$ 18.02 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Canton allows irrigation meters, with non-sewer flows automatically deducted on the main bill. The Town does not sub-meter multi-unit apartment buildings. All customers are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,031.16	4.97%
Sewer	\$1,195.28	5.15%
Combined	\$2,226.44	5.07%

Annual Cost Based on Local, State & Federal Data

(75.3 HCF – See Appendix C

for Data & Calc.)

Water	\$576.56
Sewer	\$730.40
Combined	\$1,306.96

Additional Information Provided by Community

Community Challenges

Canton's primary challenges are regulatory and financial. Lead service inventory requirements and potential public- and private-side replacements may significantly impact rates. LC regulatory impacts also present financial pressure.

Ratepayer Engagement & Feedback

Budget and capital planning are reviewed through the Water & Sewer Advisory Committee, Finance Committee, and CIP Committee, all in public meetings. Ratepayers most often cite affordability and inequities in cost burden between renters and homeowners.

Regulatory/Emerging Issues

Canton has met its 2024 service line inventory goals and issued required notifications. The Town is now developing predictive modeling to classify remaining unknowns. No PFAS or other emerging issues were identified.

Workforce & Staffing

Canton is fully staffed. All water employees hold D1, D2, or D3 licenses, and treatment technicians hold D3/T3 certifications. The Town emphasizes cross-training among utility, meter, and treatment technicians and pays for related classes and certifications.



Canton (S/partial W)

FY 2026 MWRA Assessments

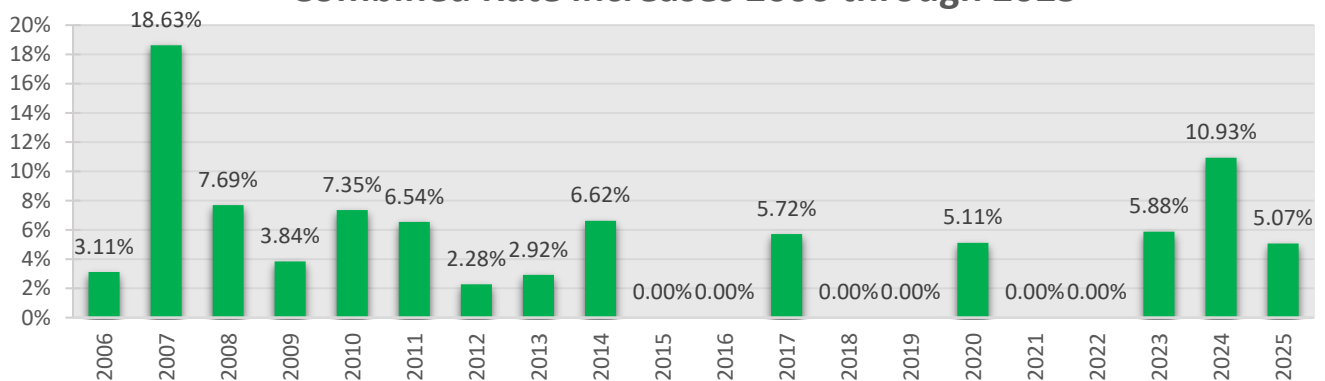
	FY25	FY26	Δ%
Water	\$2,745,413	\$2,690,642	-2.0%
Sewer	\$5,157,794	\$5,327,610	3.3%
Combined	\$7,903,207	\$8,018,252	1.5%

Enterprise Fund Expenses *From Division of Local Services

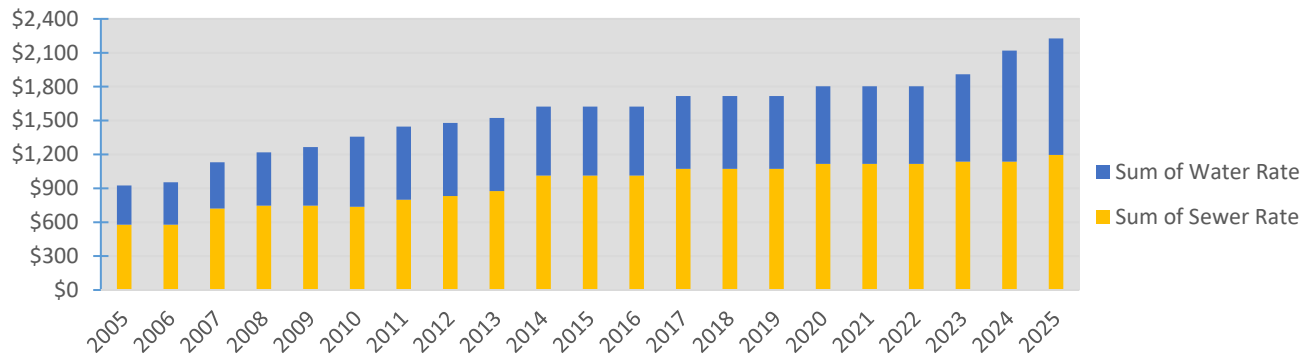
	FY24	FY25	Δ%
Water	\$11,858,739	\$12,931,886	9.05%
Sewer	\$7,768,686	\$7,111,165	9.25%
Combined	\$18,969,904	\$20,700,572	9.12%

Assessment impact: MWRA assessments have not grown significantly relative to the local budget.

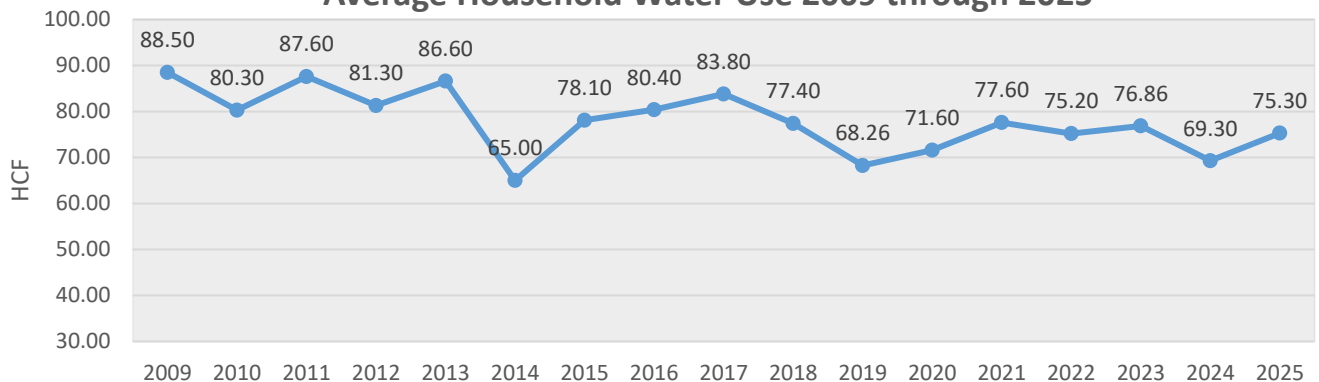
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Chelsea (W/S)



Residential Water Rates:

Last adjusted:	July 2025
0 – 10 HCF	\$6.27/HCF
10 – 25 HCF	\$7.66 "
>25 HCF	\$9.99 "
Billing Frequency:	Monthly

Residential Sewer Rates:

Last adjusted:	July 2025
0 – 10 HCF	\$10.20/HCF
10 – 25 HCF	\$11.07 "
>25 HCF	\$14.21 "
Based on 100% of water usage.	
Billing Frequency:	Monthly

Billing Practices: Chelsea allows secondary water meters for irrigation or other uses that do not enter the sewer system. An application is required, and property owners must purchase the additional meter. New or converted condominium properties with ten or fewer units must have individual water meters. Larger multi-unit buildings are not required to sub-meter. All customers are billed monthly.

Annual Cost AWWA Standard for Historical Comparison (120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$752.40	3.47%
Sewer	\$1,224.00	0.99%
Combined	\$1,976.40	1.92%

Annual Cost Based on Local, State & Federal Data (61.6 HCF – See Appendix C for Data & Calc.)

Water	\$386.23
Sewer	\$628.32
Combined	\$1,014.55

Additional Information Provided by Community

Community Challenges

Chelsea is working to separate its combined sewer system, focusing on sewer-sheds connected to active CSOs, and to replace/repair aging stormwater culverts. Project costs have grown significantly, and funding remains a major challenge

Ratepayer Engagement & Feedback

Rate changes are presented at a public meeting advertised in the newspaper. New rates are then distributed with monthly water and sewer bills. Affordability is the primary concern raised by residents. Chelsea currently offers a 30% senior discount on both water and sewer charges to owner occupied residential properties.

Regulatory/Emerging Issues

Chelsea receives water solely from MWRA and reports no PFAS concerns. The City has met LCRR deadlines and adopted policies in advance of LCRI requirements, including replacing full services from the main to the meter based on known lead records. Chelsea continues to work on reducing unknown services, as the number of unknowns at the inventory baseline will affect future compliance requirements. The City is monitoring potential changes to CSO regulations in the next NPDES permit, which could have significant operational and financial impacts.

Workforce & Staffing

Chelsea encourages younger employees to pursue additional training and licenses, which support career advancement when vacancies arise. Employees receive stipends for new licenses and certifications.

Chelsea (W/S)

FY 2026 MWRA Assessments

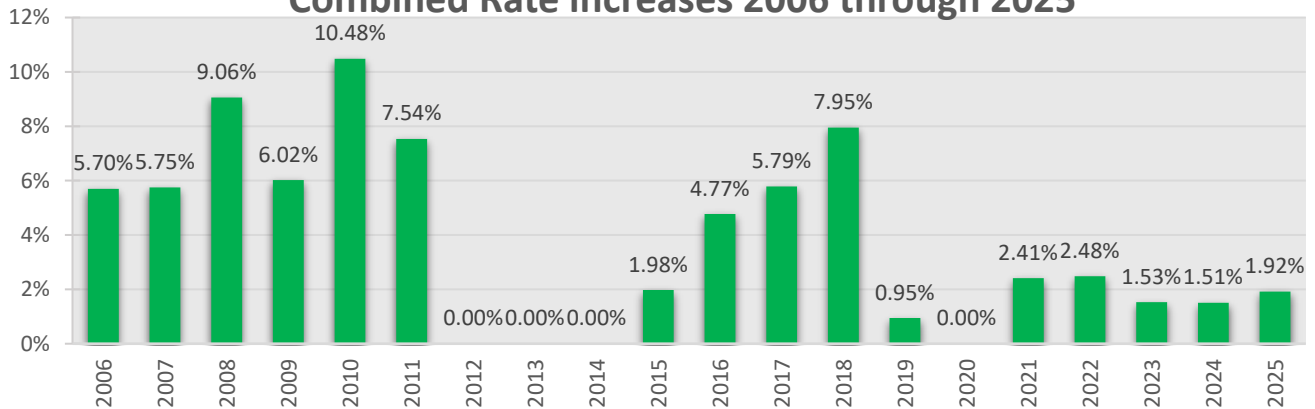
	FY25	FY26	Δ%
Water	\$5,851,930	\$6,200,998	6.0%
Sewer	\$9,894,333	\$10,260,239	3.7%
Combined	\$15,746,263	\$16,461,237	4.5%

Enterprise Fund Expenses *From Division of Local Services

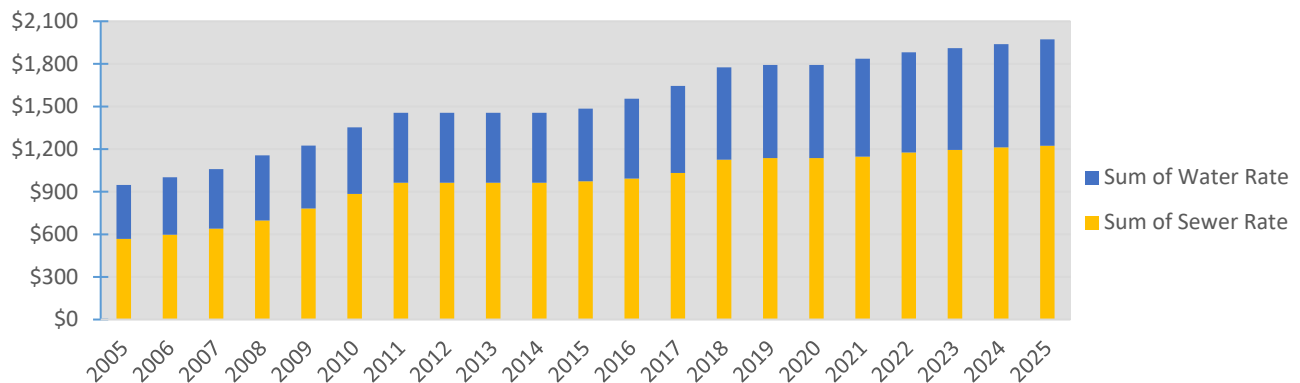
	FY24	FY25	Δ%
Water	\$7,933,298	\$8,687,217	9.50%
Sewer	\$12,705,381	\$12,764,175	0.46%
Combined	\$20,638,679	\$21,451,392	3.94%

Assessment impact: The City limits water and sewer rate increases by adjusting other departmental spending.

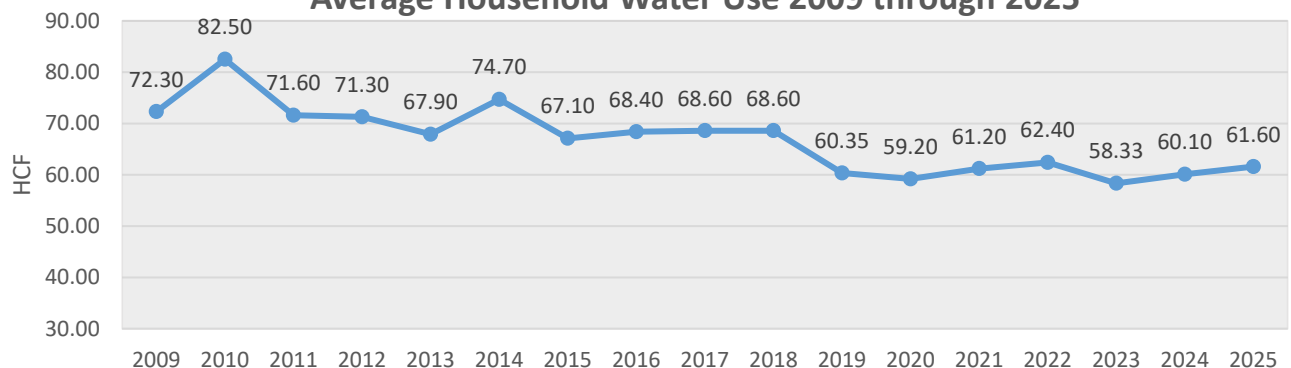
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Chicopee (W)



Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Minimum charge	\$10.00
0 – 10 HCF	\$ 4.60/HCF
>10 HCF	\$ 5.50 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2023
Fund:	Enterprise
Minimum charge	\$10.00
0 – 10 HCF	\$ 7.45/HCF
>10 HCF	\$ 8.45 "
Billing Frequency:	Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$624.00	10.64%
Sewer	\$1,014.00	0.00%
Combined	\$1,638.00	3.80%

Annual Cost Based on Local, State & Federal Data

(60.4 HCF – See Appendix C
for Data & Calc.)

Water	\$296.20
Sewer	510.38
Combined	\$806.58

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions:

Chicopee operates both its water and sewer systems as enterprise funds. The water system experiences occasional revenue shortfalls during wet summers and had approximately \$11.1 million in FY25 expenses, with about 1 percent of bills lienied. Unaccounted-for water was 14 percent. Five-year capital needs were estimated at \$30 million for water main replacements and a new equipment facility, with about \$5 million planned. Planned spending depends on grant availability and the cost of replacing lead service lines.

The sewer system also uses a two-tier structure and provides a 30 percent summer discount for customers without irrigation meters. FY25 sewer expenses were approximately \$14.3 million, with 1 percent of bills lienied. Chicopee reported significant long-term needs, totaling \$150 million over five years, for treatment plant upgrades, CSO elimination work, and pump station improvements. Planned spending was \$60 million, including nutrient removal at the treatment plant and CSO separation required under a consent decree.

Stormwater activities are integrated with the sewer program. The city charges a flat stormwater fee to residential and commercial properties and faces challenges related to MS4 compliance, catch basin cleaning, and flooding during high-intensity storms.

Chicopee noted concerns about the financial implications of PFAS regulations but had not completed an assessment or taken formal action regarding PFAS settlements.

Under the Lead and Copper Rule, Chicopee identified fewer than 50 lead service lines, fewer than 100 GRR lines, and approximately 12,000 unknowns. The city is committed to full lead service line replacement from the main to the meter.



Chicopee (W)

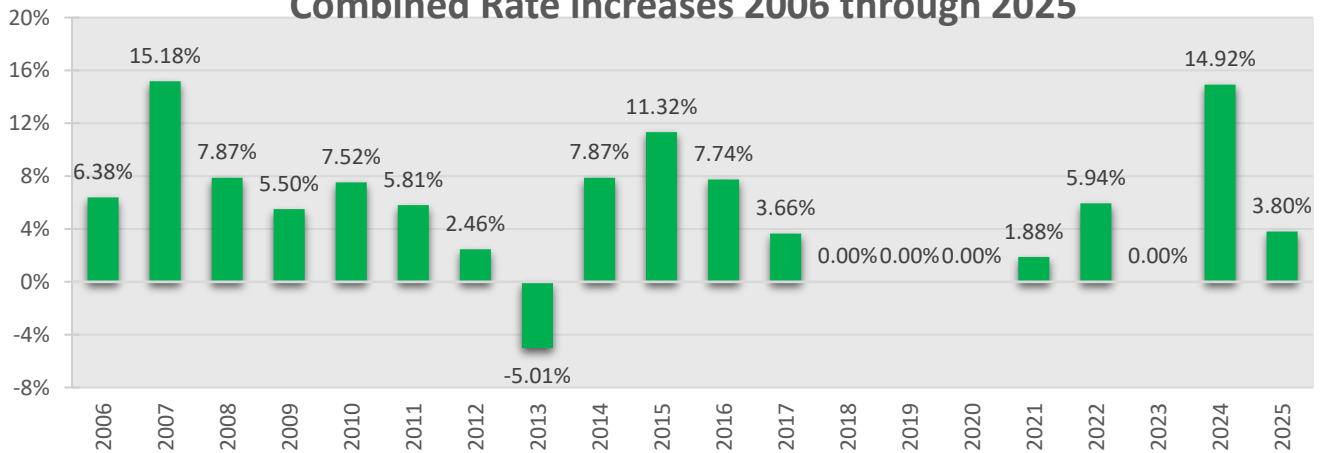
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$4,188,894	\$4,249,703	2.2%
Sewer	-	-	-
Combined	\$4,188,894	\$4,249,703	2.2%

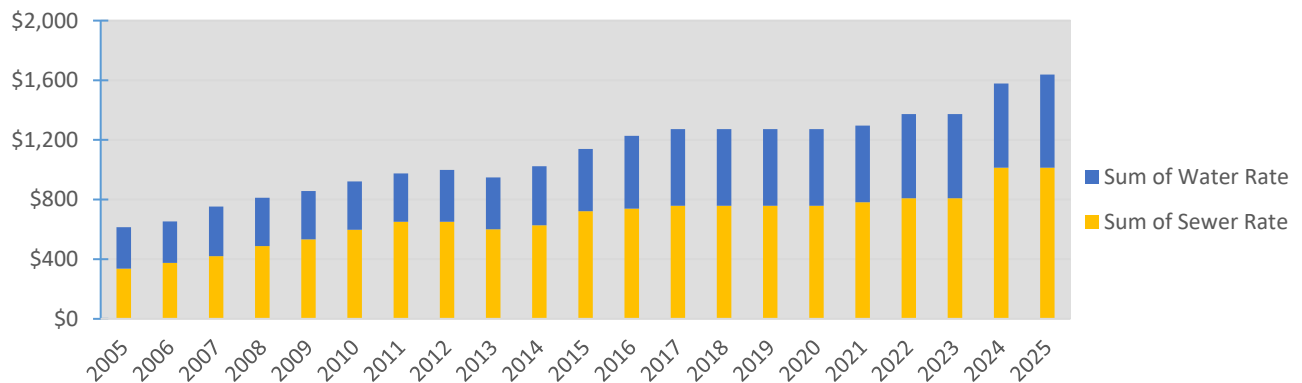
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	N/A	N/A	N/A

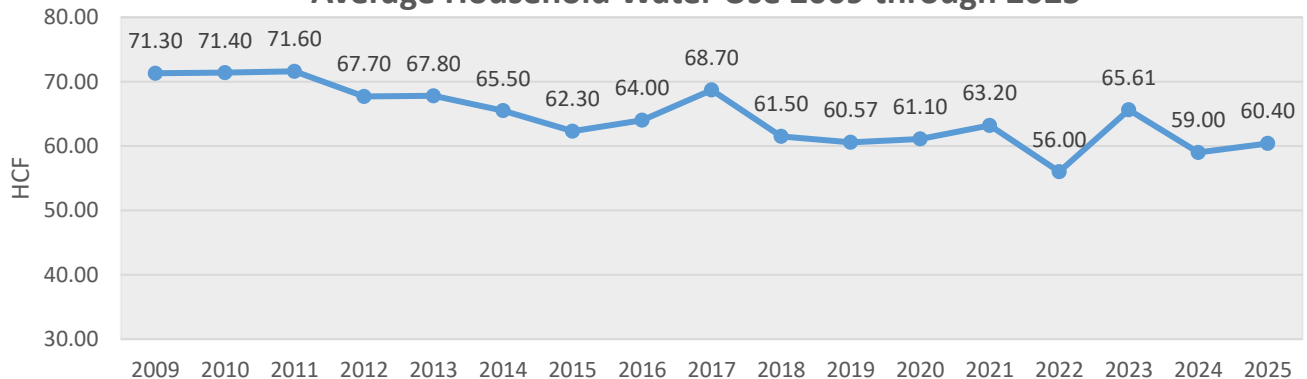
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Clinton (W/S)



Residential Water Rates:

Last adjusted:	July 2025
Minimum charge	\$65.62
0 – 10 HCF	\$ 0/HCF
10 – 30 HCF	\$ 1.50 "
30 – 50 HCF	\$ 3.37 "
50 – 200 HCF	\$ 3.61 "
>200 HCF	\$ 3.88 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Minimum charge	\$49.23
0 – 10 HCF	\$ 0/HCF
10 – 30 HCF	\$ 1.13 "
30 – 50 HCF	\$ 2.52 "
50 – 200 HCF	\$ 2.72 "
>200 HCF	\$ 2.91 "
Billing Frequency:	Quarterly

Billing Practices: Clinton does not allow irrigation meters or sub-metering. All customers are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$398.24	6.05%
Sewer	\$298.86	5.99%
Combined	\$697.10	6.02%

Annual Cost Based on Local, State & Federal Data

(63.3 HCF – See Appendix C
for Data & Calc.)

Water	\$202.36
Sewer	\$151.98
Combined	\$354.34

Additional Information Provided by Community

Community Challenges

Clinton is working through Phase II of its sewer infiltration and inflow project and continues to manage issues related to an aging system.

Ratepayer Engagement & Feedback

The Town communicates through bill inserts, the Town website, and public meetings. Residents most often raise concerns about affordability and customer service.

Regulatory/Emerging Issues

Clinton continues to meet non-reporting limits for drinking water. The Town has completed its Lead and Copper Rule inventory and updates records as materials are identified, though unknown service lines remain a challenge. No additional regulatory issues were reported.

Workforce & Staffing

Clinton faces challenges with training and attracting staff who are willing to work and take on leadership roles. Retention also remains difficult.

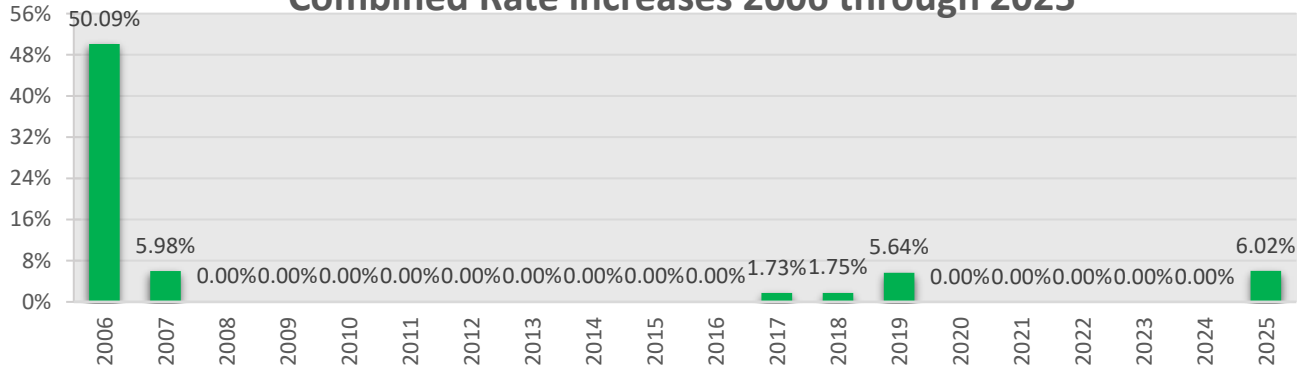


Clinton (W/S)

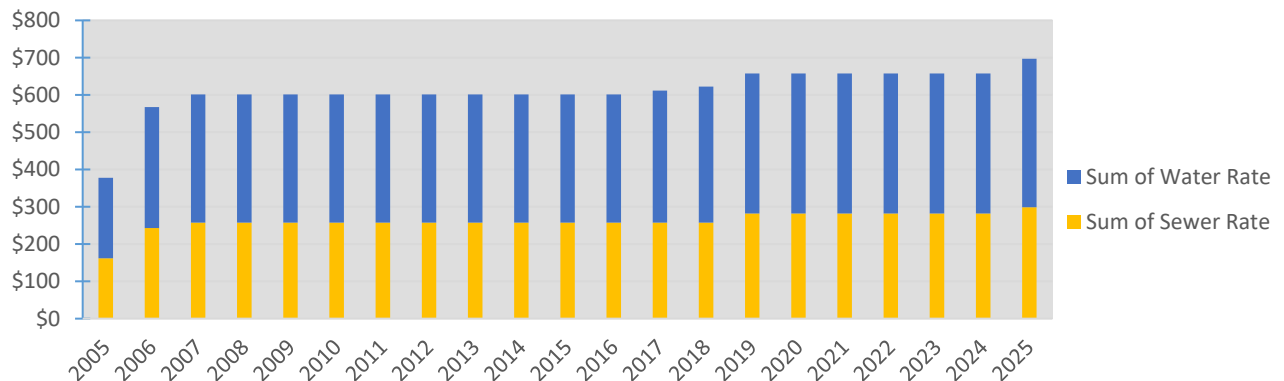
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$0	\$0	0.00%
Sewer	\$500,000	\$500,000	0.00%
Combined	\$500,000	\$500,000	0.00%

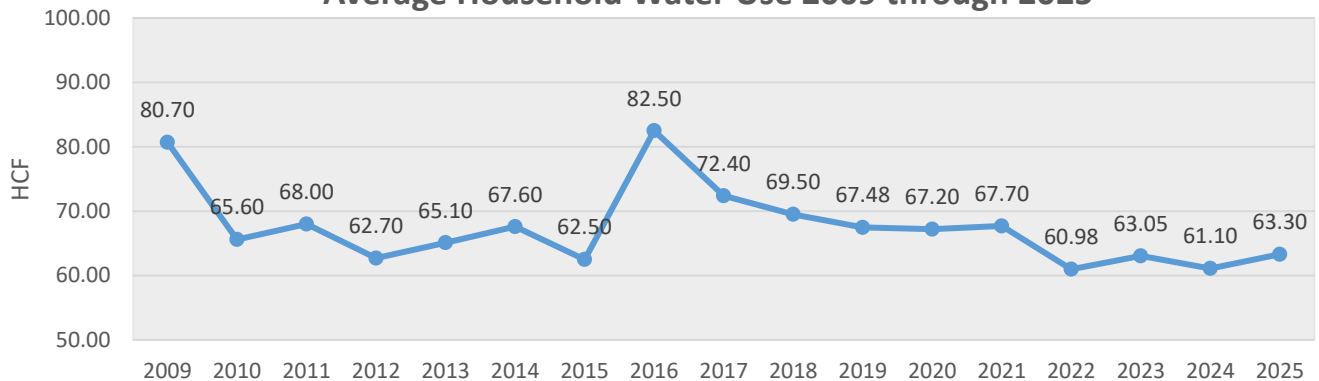
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Dedham (S/ partial W)



Residential Water Rates:

Last adjusted:	February 2025
Minimum charge per bill (5/8" meter)	\$10.35
0 – 6 HCF	\$ 5.40/HCF
7 – 20 HCF	\$ 7.61 "
21 - 99 HCF	\$ 10.74 "
>99 HCF	\$ 15.14 "
Billing Frequency:	Monthly

Residential Sewer Rates:

Last adjusted:	June 2008
Minimum charge per bill (5/8" meter)	\$38.60
>5 HCF	\$ 9.65/HCF
Billing Frequency:	Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$878.28	14.61%
Sewer	\$1,119.40	0.00%
Combined	\$1,997.68	5.94%

Annual Cost Based on Local, State & Federal Data

(71.4 HCF – See Appendix C
for Data & Calc.)

Water	\$509.76
Sewer	\$650.41
Combined	\$1,160.17

Commercial Water Rates*:

0 – 25 HCF	\$5.40/HCF
>25 HCF	\$ 8.77 "

Commercial Sewer Rates*:

Minimum charge (with 9HCF):	\$54.00
All other units	\$13.50/HCF

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions:

The water system serving Dedham is owned and operated by the Dedham–Westwood Water District. No additional information was provided on water system operations or funding.

For sewer, FY25 operating expenses were approximately \$10 million. Sewer bills are based on 100 percent of water use, and residents may apply for abatements related to secondary meters. The town applies a single rate for residential customers and a separate rate for commercial properties. Dedham planned to invest about \$5 million over five years to detect and remove inflow and infiltration from the public sewer system.

Dedham estimated ongoing stormwater operations and maintenance costs, including MS4 compliance, at approximately \$4 million per year. The town has established a stormwater utility fee, and stormwater revenues are deposited into the sewer enterprise fund.

*based on prior year survey data, may not be current



Dedham (S/ partial W)

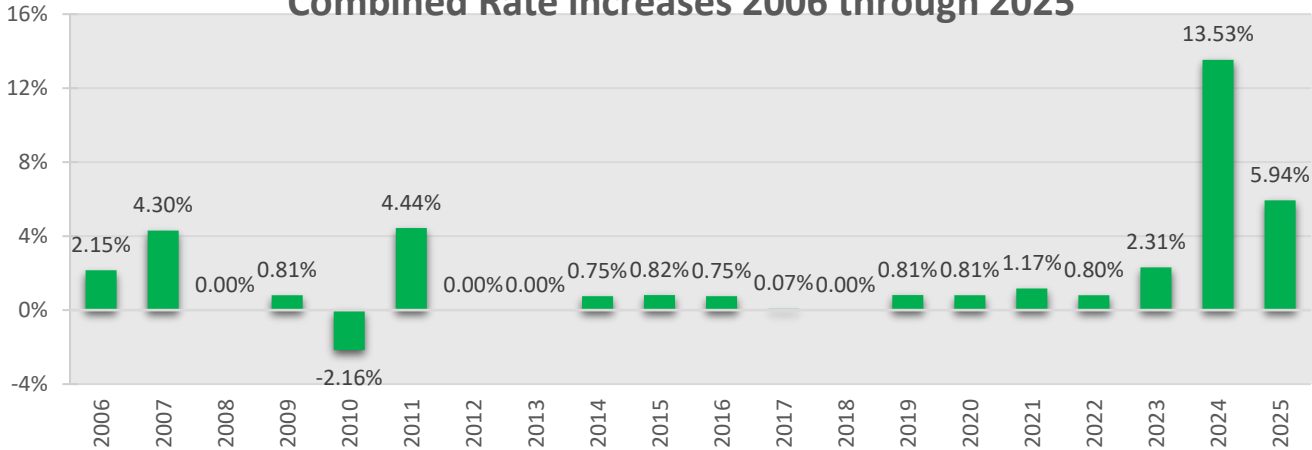
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$6,319,318	\$6,358,854	0.6%
Combined	\$6,319,318	\$6,358,854	0.6%

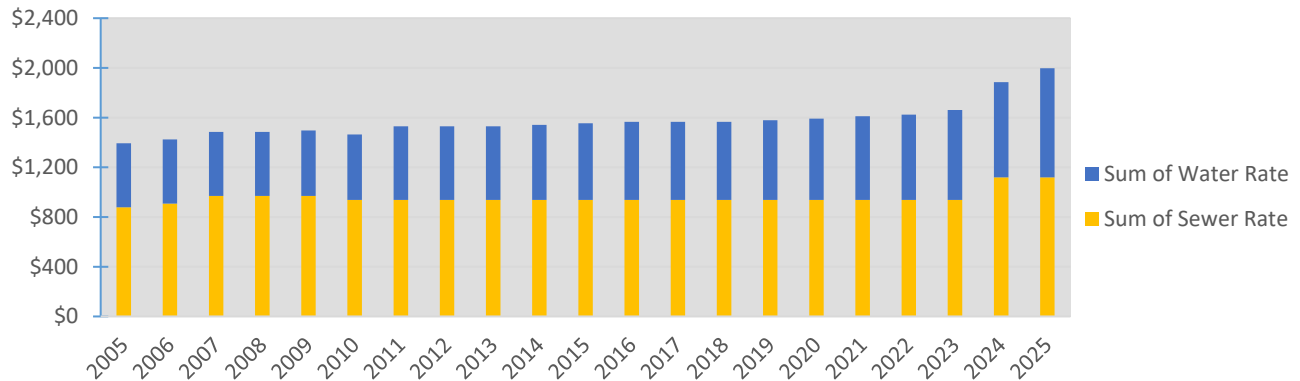
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	\$7,094,601	N/A	N/A
Combined	N/A	N/A	N/A

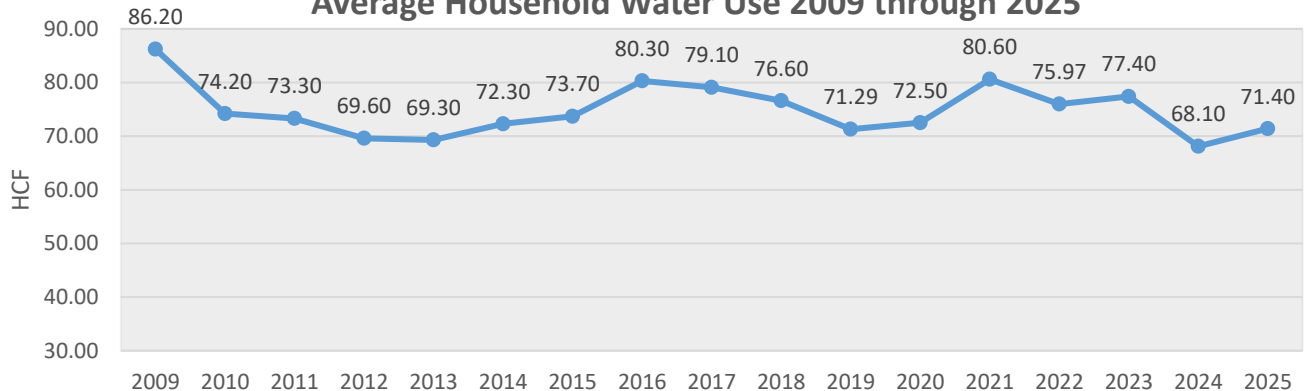
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Everett (W/S)



Residential Water Rates:

Last adjusted: July 2025

0 – 10 HCF	\$2.98/HCF
11 – 20 HCF	\$3.76 "
21 – 30 HCF	\$4.53 "
31 – 100 HCF	\$5.16 "
101 – 200 HCF	\$7.16 "
>200 HCF	\$8.11 "

Billing Frequency: Monthly

Residential Sewer Rates:

Last adjusted: July 2025

0 – 10 HCF	\$8.08/HCF
11 – 20 HCF	\$10.58 "
21 – 30 HCF	\$12.15 "
31 – 100 HCF	\$13.63 "
101 – 200 HCF	\$16.12 "
>200 HCF	\$17.08 "

Based on 100% of water usage.

Billing Frequency: Monthly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$357.60	4.93%
Sewer	\$969.60	4.94%
Combined	\$1,327.20	4.93%

Annual Cost Based on Local, State & Federal Data

(51.96 HCF – See Appendix C

for Data & Calc.)

Water	\$153.77
Sewer	\$416.93
Combined	\$570.70

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions.

Everett provides a 15 percent discount on the water portion of bills for senior citizens and individuals with disabilities. FY25 water operating expenses were approximately \$2.44 million, with 6 percent of bills lienied. The city reported no revenue shortfalls, and unaccounted-for water was 9 percent. A universal rate structure applied to all users, and no additional affordability programs were offered.

For sewer, FY25 operating expenses were approximately \$200,000, and water and sewer are billed together. Sewer charges are based entirely on water usage, and the city does not allow secondary irrigation meters. Five-year capital needs were still being evaluated and had not yet been determined.

Everett had not completed a stormwater capital needs assessment. Annual operations and maintenance costs, primarily for catch basin cleaning, were approximately \$130,000. The city had not explored a stormwater utility and relied on existing funding mechanisms for stormwater-related work.

Under the Lead and Copper Rule, Everett identified 1,079 lead service lines, 0 GRR lines, and 1,452 unknowns in its EPA inventory. The city launched a comprehensive Lead Service Line Replacement Program in which both public and private lead service lines are replaced at no cost to homeowners. An external contractor performs the work under the oversight of an engineering consultant.



Everett (W/S)

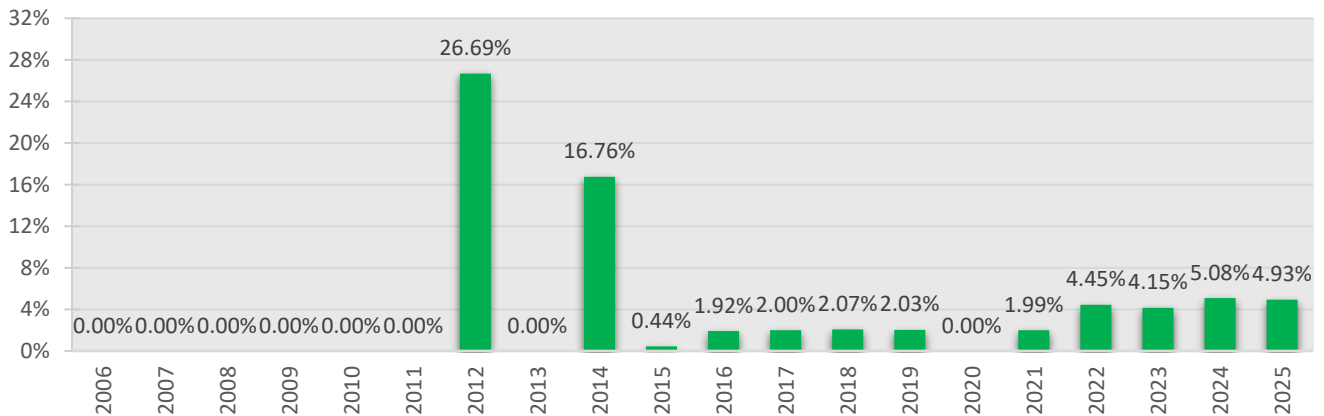
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$6,856,064	\$7,072,297	3.2%
Sewer	\$10,362,447	\$10,587,729	2.2%
Combined	\$17,218,511	\$17,660,026	2.6%

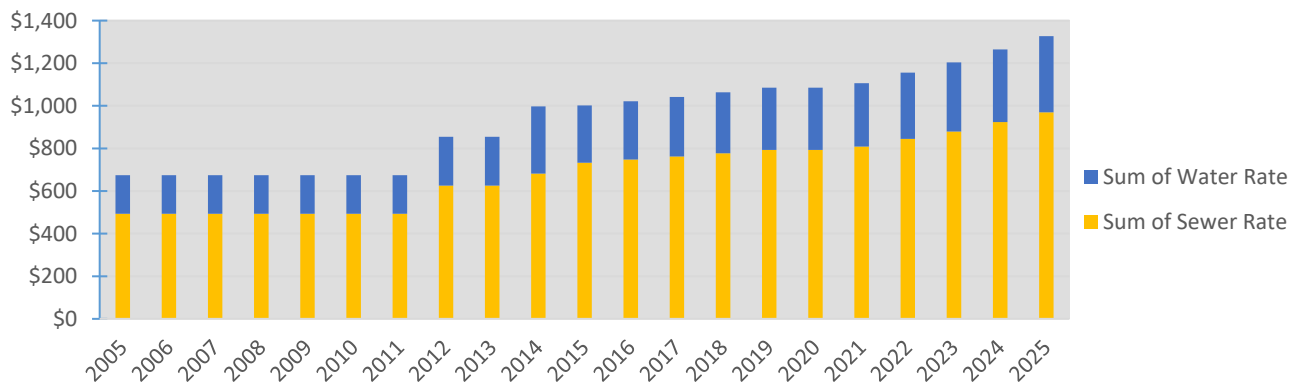
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$19,948,649	\$21,038,762	5.46%

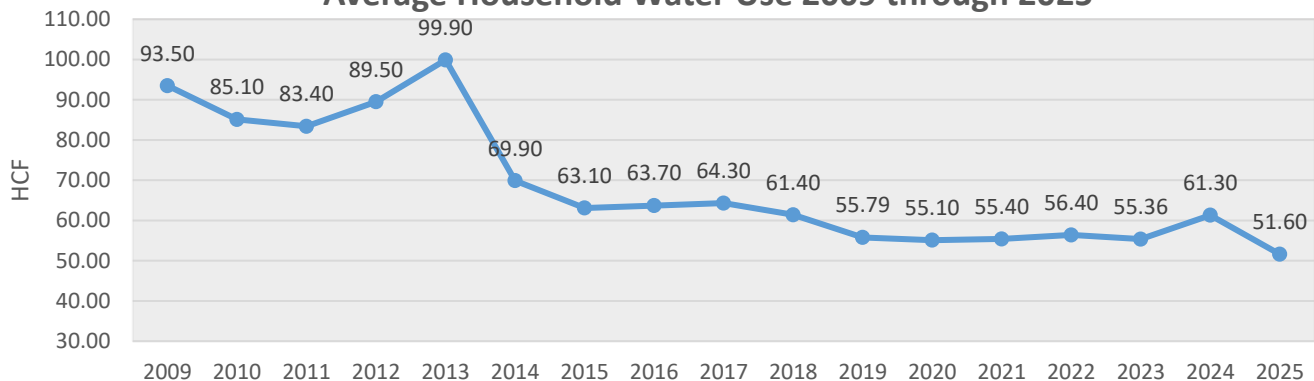
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Framingham (W/S)



Residential Water Rates:

Last adjusted:	Jan 2025
0 – 9 HCF	\$ 8.34/HCF
10 – 24 HCF	\$ 9.28 "
25 – 99 HCF	\$10.78 "
>99 HCF	\$15.39 "
Irrigation	\$18.43 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	Jan 2025
0 – 9 HCF	\$10.83/HCF
10 – 24 HCF	\$ 11.16 "
25 – 99 HCF	\$ 15.00 "
>99 HCF	\$ 31.15 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Framingham allows irrigation meters, which are billed on the same statement using a separate irrigation rate with no sewer charge. Sub-metering is allowed but is the sole responsibility of the property owner; the City owns and bills only one master meter per building. Most customers are billed quarterly, while high-use accounts are billed monthly. Commercial customers follow the same structure. There are no immediate plans to move to monthly billing, though it may be reconsidered after the AMI upgrade.

Annual Cost AWWA Standard for Historical Comparison (120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,086.48	4.01%
Sewer	\$1,369.44	4.02%
Combined	\$2,455.92	4.02%

Annual Cost Based on Local, State & Federal Data (58.0 HCF – See Appendix C for Data & Calc.)

Water	\$493.12
Sewer	\$631.44
Combined	\$1,124.56

Additional Information Provided by Community

Community Challenges

Framingham's primary challenge is balancing increasingly frequent and stringent regulatory requirements with City infrastructure priorities. Regulatory demands such as lead service inventories, expanded sampling, additional reporting, and notification requirements consume staff time and resources that would otherwise be directed toward system maintenance, capital planning, and priority pipe replacement.

Ratepayer Engagement & Feedback

The City engages residents through community meetings, bill inserts, annual reports, and public budget presentations. The Mayor holds annual rate hearings when increases are proposed, and separate public meetings are held for operating and capital budgets. These forums are used to explain system investments and the role of MWRA assessments. Specific recurring feedback from ratepayers was not reported.

Regulatory/Emerging Issues

Framingham has not incurred PFAS-related costs. Lead service inventory work required significant staff and consultant time, though replacement costs were limited. Ongoing challenges include increased Lead and Copper sampling frequency and continued notification and verification of unknown service lines, which place additional operational strain on management staff.

Workforce & Staffing

Workforce challenges stem from retirements and staff departures to higher-paying private-sector utilities. While vacancies have been reduced from about 20 to 3, much of the current field staff is new to the industry. The City supports retention through internal CDL training and by providing materials and support for hoisting and water distribution licenses.



Framingham (W/S)

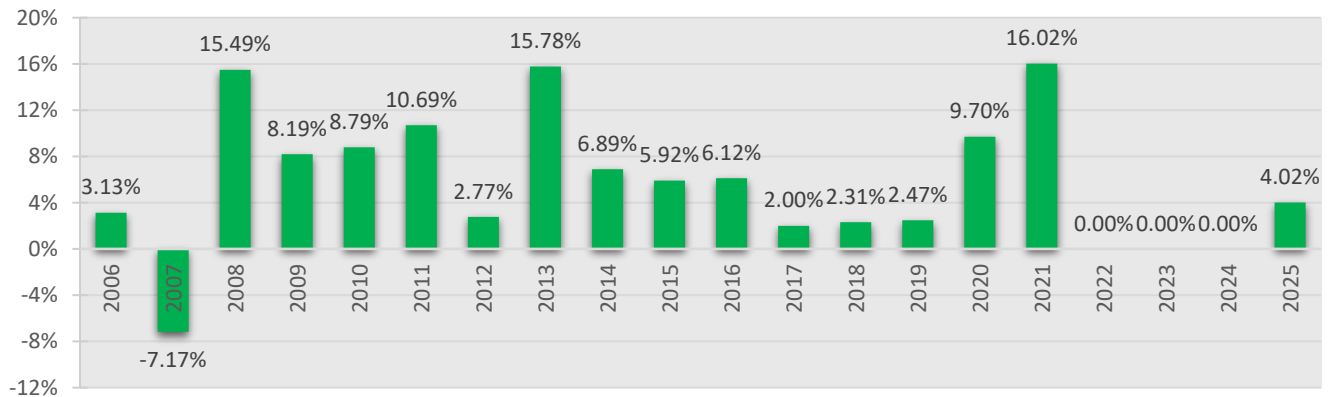
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$9,692,961	\$10,197,614	5.2%
Sewer	\$14,830,822	\$15,742,436	6.1%
Combined	\$24,523,783	\$25,940,050	5.8%

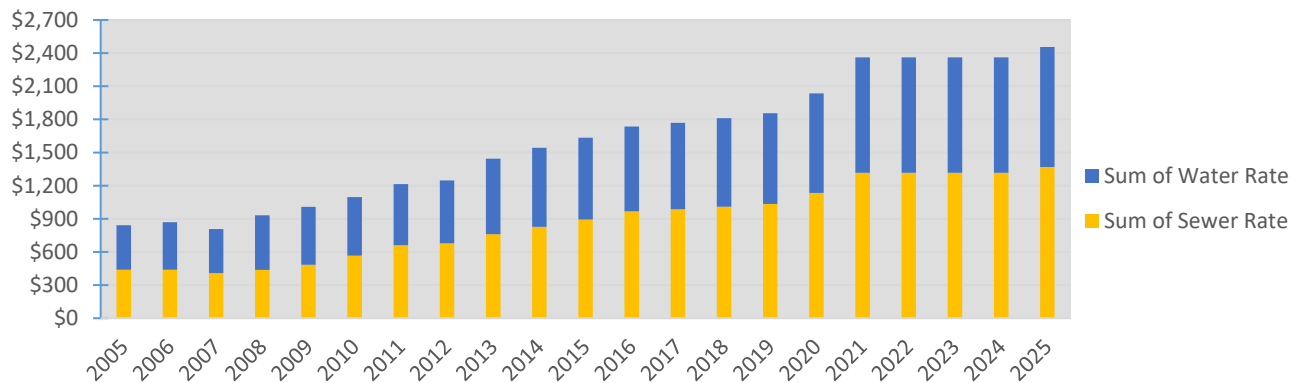
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$24,312,942	\$23,987,151	-1.34%
Sewer	\$28,474,089	\$28,942,346	1.64%
Combined	\$52,787,031	\$52,929,497	0.27%

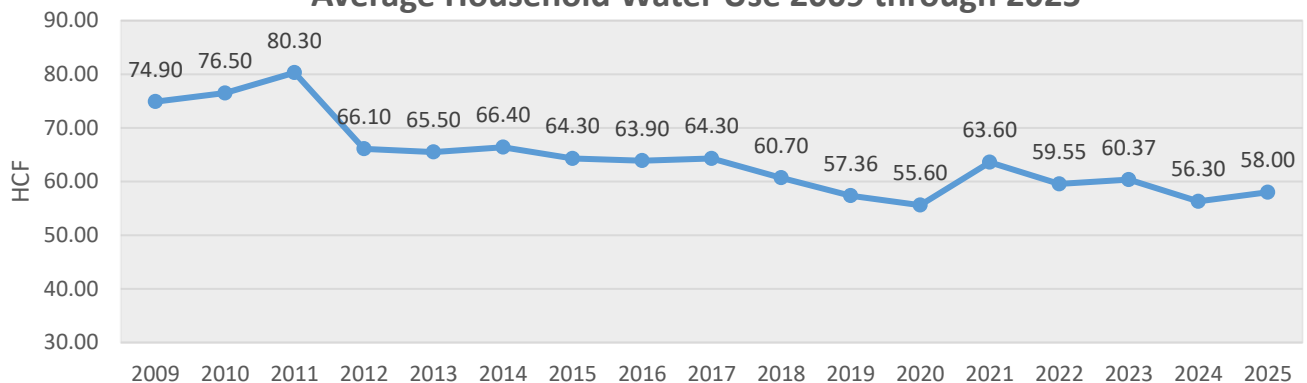
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Hingham (S)



Residential Water Rates:

Last adjusted:	July 2021
Fund:	Enterprise
Base charge (5/8" meter)	\$17.688
0 – 4 HCF	\$ 3.974/HCF
>4 HCF	\$ 5.047"
Billing Frequency:	Monthly

Residential Sewer Rates:

Last adjusted:	April 2022
Fund:	Special Revenue
Minimum charge per bill includes first 16 HCF (5/8" meter)	\$175.00
>16 HCF	\$ 14.06/HCF
Based on 100% of water usage.	
Billing Frequency:	Semi-Annually

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$766.39	0.00%
Sewer	\$1,687.20	0.00%
Combined	\$2,453.59	0.00%

Annual Cost Based on Local, State & Federal Data

(57.0 HCF – See Appendix C
for Data & Calc.)

Water	\$448.43
Sewer	\$801.42
Combined	\$1,249.85

Commercial Water Rates**:

Base charge (5/8" meter):	\$55.95
0-12 HCF	\$ 2.935/HCF
>12 HCF	\$ 3.553/HCF

Commercial Sewer Rates**:

Same as residential

Additional Data by Community

Does this Community Use Second Meters?	Yes	Does this Community Offer Senior and/or Low Income Discounts?	Yes, Low Income
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Stormwater

Current Funding Source of
Stormwater-Related Costs:

Tax Levy (DPW Budget)

**based on prior year survey data, may not be current

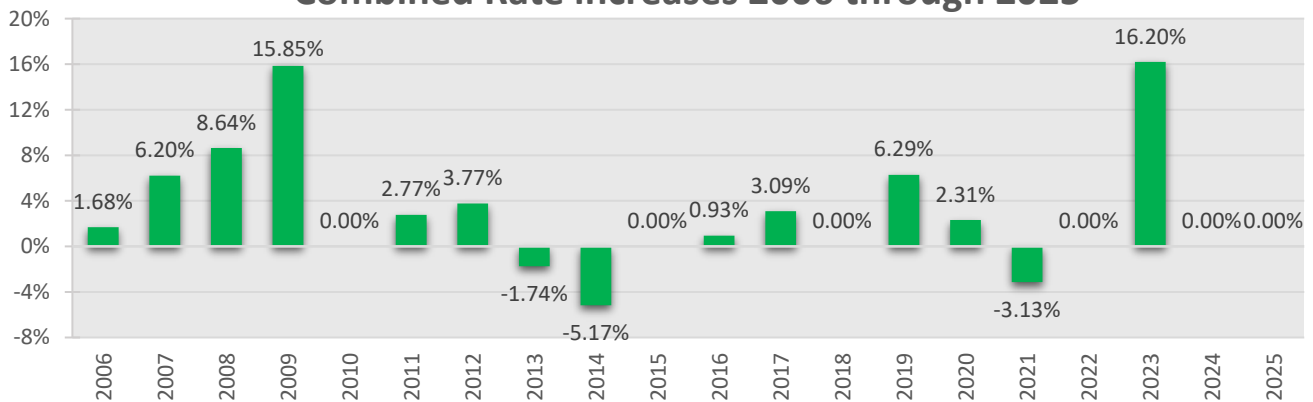


Hingham (S)

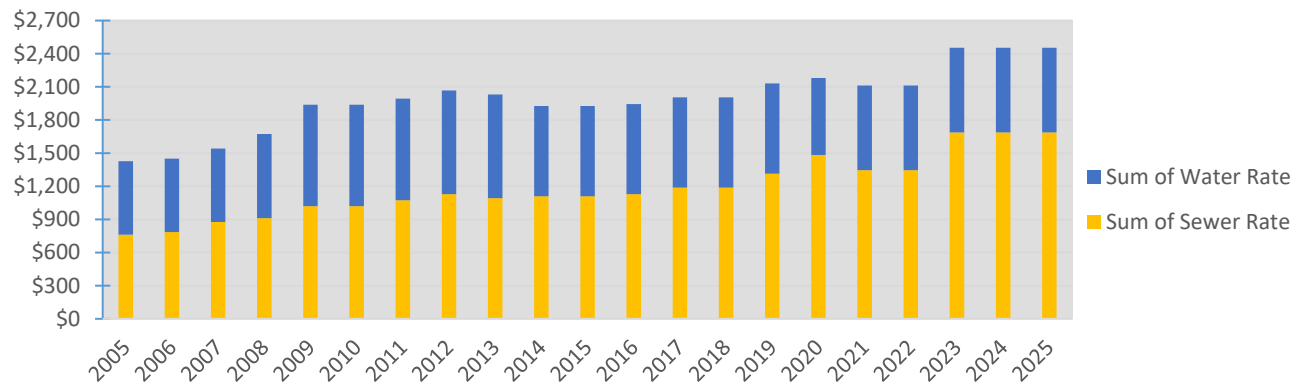
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$2,165,417	\$2,107,708	-2.7%
Combined	\$2,165,417	\$2,107,708	-2.7%

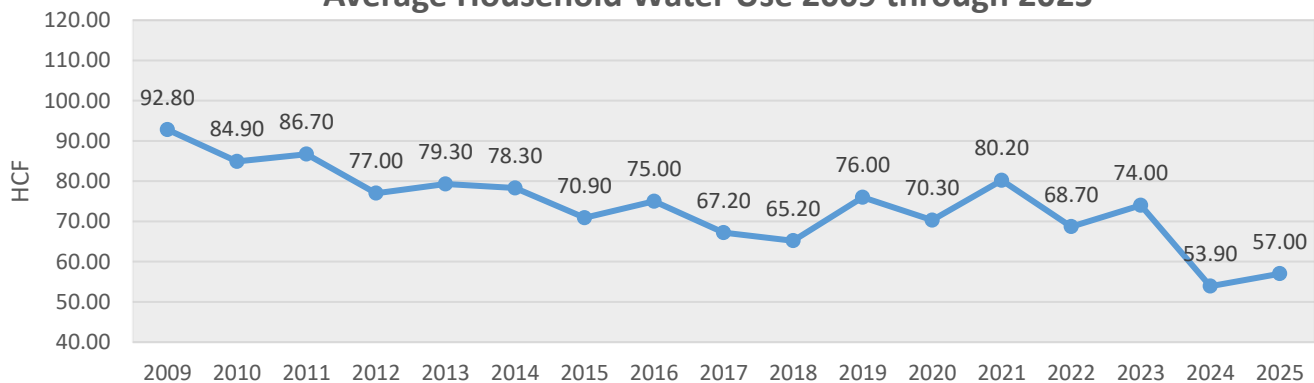
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Holbrook (S)



Residential Water Rates:

Last adjusted:	July 2022
Fund:	Enterprise
Base charge (5/8" meter)	\$50.00
0 – 20 HCF	\$ 8.55/HCF
>20 HCF	\$ 11.12"
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2022
Fund:	Enterprise
Base charge (5/8" meter)	\$50.00
0 – 20 HCF	\$ 6.60/HCF
>20 HCF	\$ 10.04"
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Holbrook does not allow irrigation meters or sub-metering. All residential and commercial customers are billed quarterly, and there are no plans to move to monthly billing.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,128.80	0.00%
Sewer	\$929.60	0.00%
Combined	\$2,058.40	0.00%

Annual Cost Based on Local, State & Federal Data

(50.1 HCF – See Appendix C
for Data & Calc.)

Water	\$428.36
Sewer	\$330.66
Combined	\$759.02

Commercial Water Rates:

All units	\$ 8.55/HCF
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Commercial Sewer Rates:

All units	\$ 6.60/HCF
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Additional Information Provided by Community

Community Challenges

Holbrook's primary challenge is funding. As a small community, the Town works to minimize spending to keep water and sewer bills lower. Procurement laws have become more restrictive relative to inflation, requiring more projects to go out to public bid than in the past, which adds cost and complexity.

Ratepayer Engagement & Feedback

Rates have not increased in the past three years, and the current superintendent has not yet had to engage residents on rate changes or MWRA assessment impacts. The most frequent feedback from ratepayers concerns the base fee, particularly during periods of high water use.

Regulatory/Emerging Issues

Holbrook is part of the Tri-Town Water Board and expects PFAS-free water once the new treatment plant comes online. An excavation program is planned for FY27 to reduce the number of unknown service lines and support Lead and Copper Rule compliance.

Workforce & Staffing

Training and testing for sewer collection licensing remain significant challenges. Holbrook recently signed a new union contract with an improved pay scale to help attract and retain qualified staff.

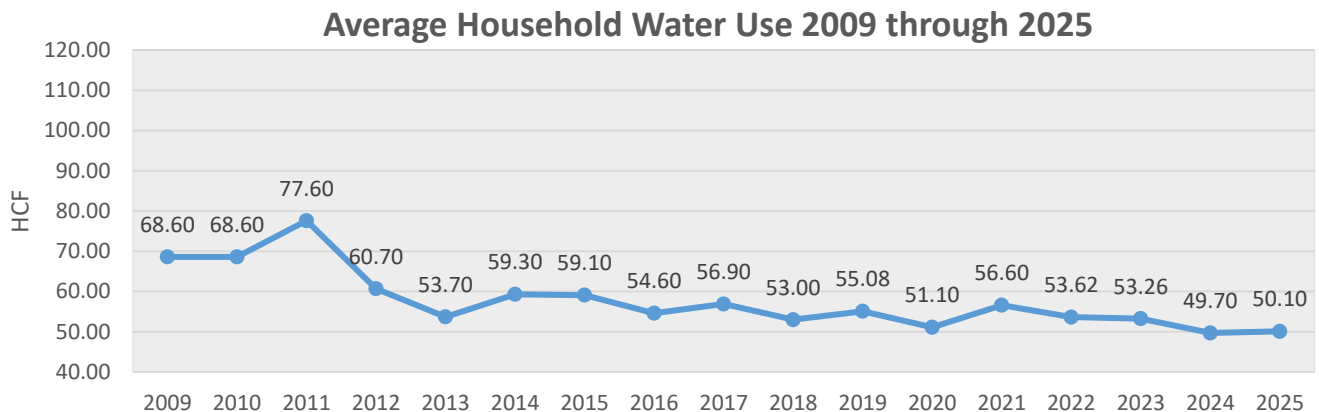
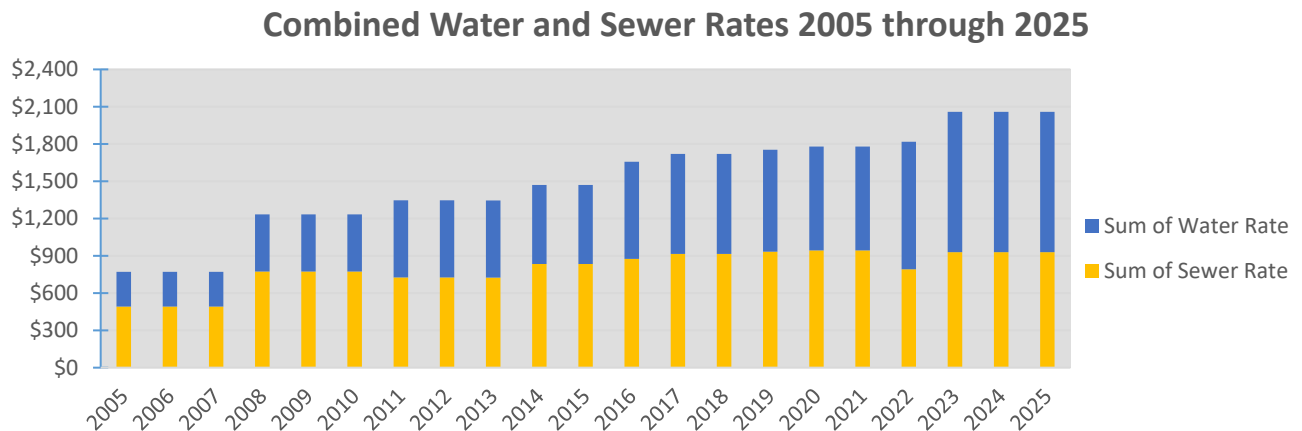
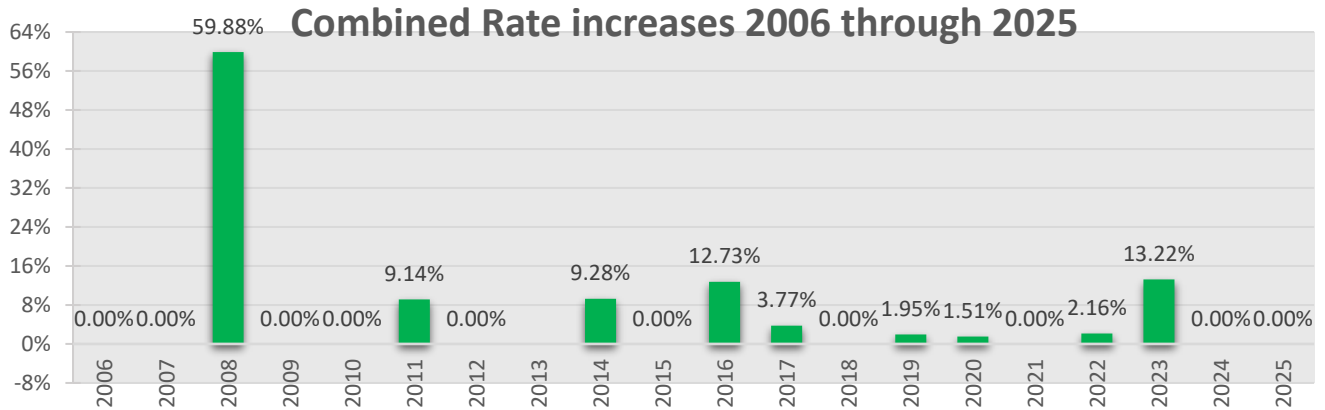


Holbrook (S)

FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$2,122,461	\$2,236,223	5.4%
Combined	\$2,122,461	\$2,236,223	5.4%

Assessment impact: The City limits water and sewer rate increases by adjusting other departmental spending.



Leominster (partial W)



Residential Water Rates:

Last adjusted: July 2025

Fund: Special Revenue

First 3 HCF \$30.00
>3 HCF \$ 4.83/HCF

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2024

Fund: Special Revenue

First 3 HCF \$30.00
>3 HCF \$ 5.09/HCF

Based on 100% of water usage.

Billing Frequency: Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$699.60	4.86%
Sewer	\$669.72	2.48%
Combined	\$1,369.32	3.68%

Annual Cost Based on Local, State & Federal Data

(41.8 HCF – See Appendix C
for Data & Calc.)

Water	\$321.89
Sewer	\$669.72
Combined	\$991.61

Commercial Water Rates:

Same as residential

Commercial Sewer Rates:

Same as residential

Additional Data by Community

Does this Community Use Second
Meters?

Yes

Does this Community Offer Senior
and/or Low Income Discounts?

No

Stormwater

Current Funding Source of
Stormwater-Related Costs:

Tax Levy

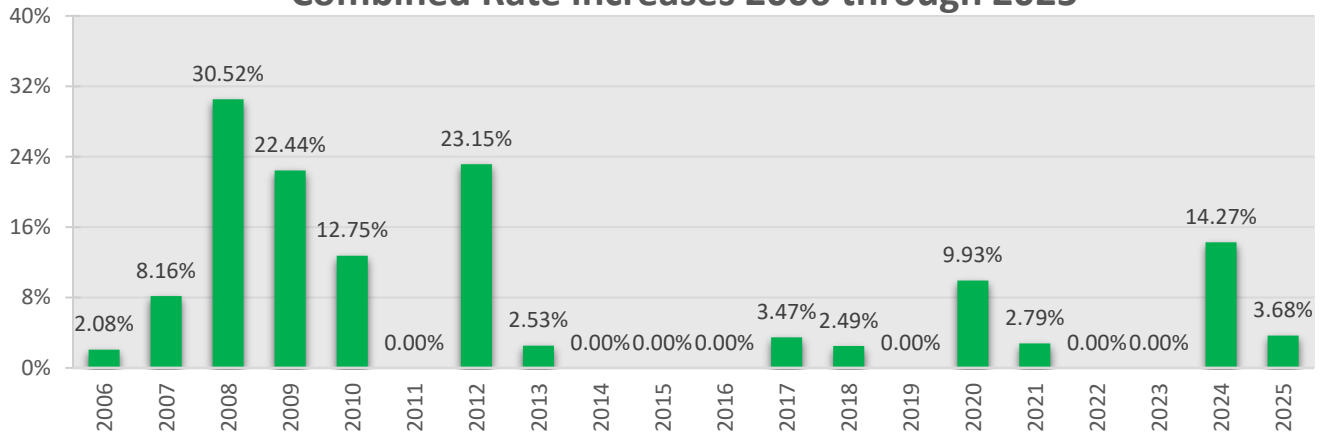


Leominster (partial W)

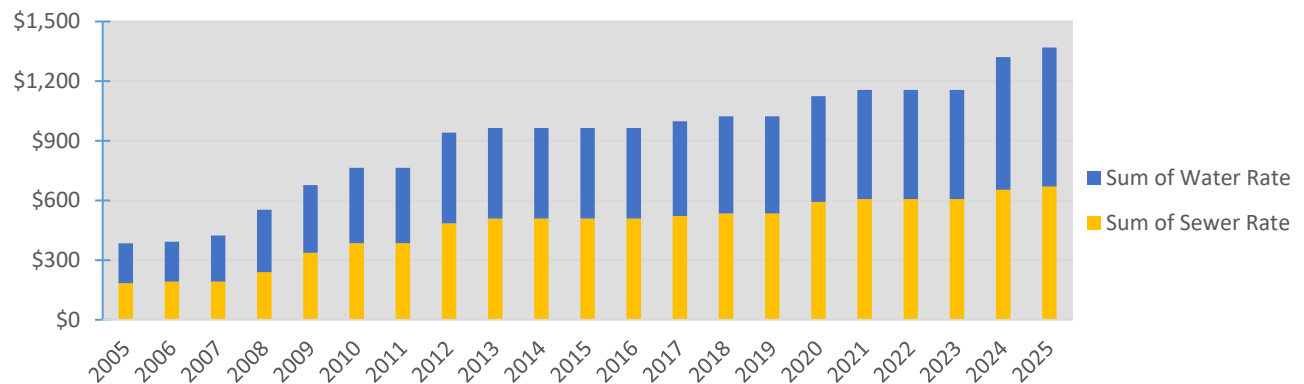
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$0	\$0	0%
Sewer	-	-	-
Combined	\$0	\$0	0%

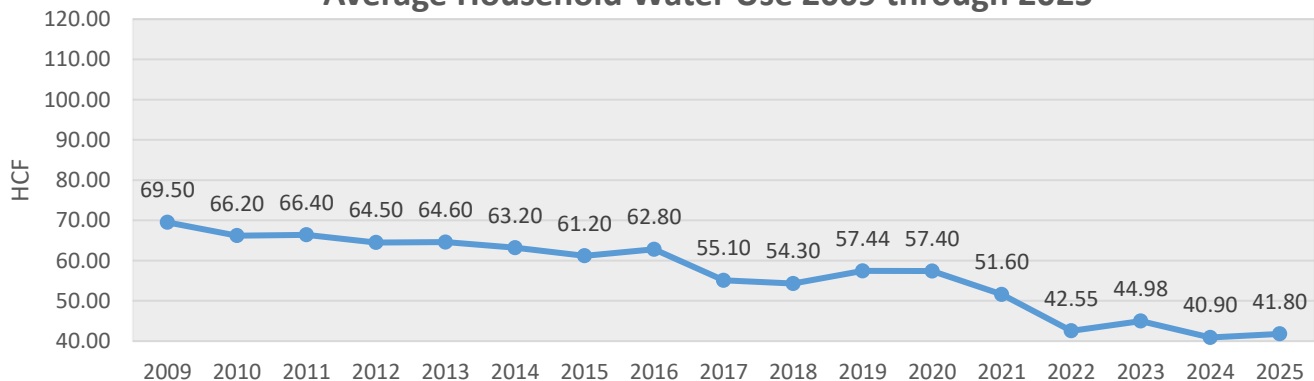
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Lexington (W/S)



Residential Water Rates:

Last adjusted: November 2024

0 – 40 HCF	\$5.23/HCF
40 – 80 HCF	\$7.84 "
>80 HCF	\$10.35 "

Billing Frequency: Semi-Annually

Residential Sewer Rates:

Last adjusted: November 2024

0 – 40 HCF	\$10.62/HCF
40 – 80 HCF	\$17.35 "
>80 HCF	\$27.60 "

Based on 100% of water usage.

Billing Frequency: Semi-Annually

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$732.00	3.33%
Sewer	\$1,543.60	3.40%
Combined	\$2,275.60	3.38%

Annual Cost Based on Local, State & Federal Data

(85.3 – See Appendix C

for Data & Calc.)

Water	\$459.95
Sewer	\$941.56
Combined	\$1,401.51

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions.

Lexington offers water and sewer discounts to elderly residents who receive fuel assistance through a program administered by the Senior Service Department, with about 20 participants each year. Unaccounted-for water was reported at less than 10 percent. The town uses a single tiered rate structure for all customers, and irrigation water is billed at the highest tier. Three large institutional users the Bedford VA, Hanscom Air Force Base, and the town of Bedford are billed under separate terms.

Sewer charges follow the same discount eligibility criteria as water and are based on 100 percent of water use. Customers may install secondary irrigation meters to avoid sewer charges on outdoor water use. Lexington applies a single tiered rate structure across all users.

Under the Lead and Copper Rule, Lexington identified approximately 15 lead service lines, 150 galvanized requiring replacement lines, and 150 unknowns in its EPA inventory. The town uses grants or interest-free loans to support replacement work, and scheduling is coordinated by a consultant.



Lexington (W/S)

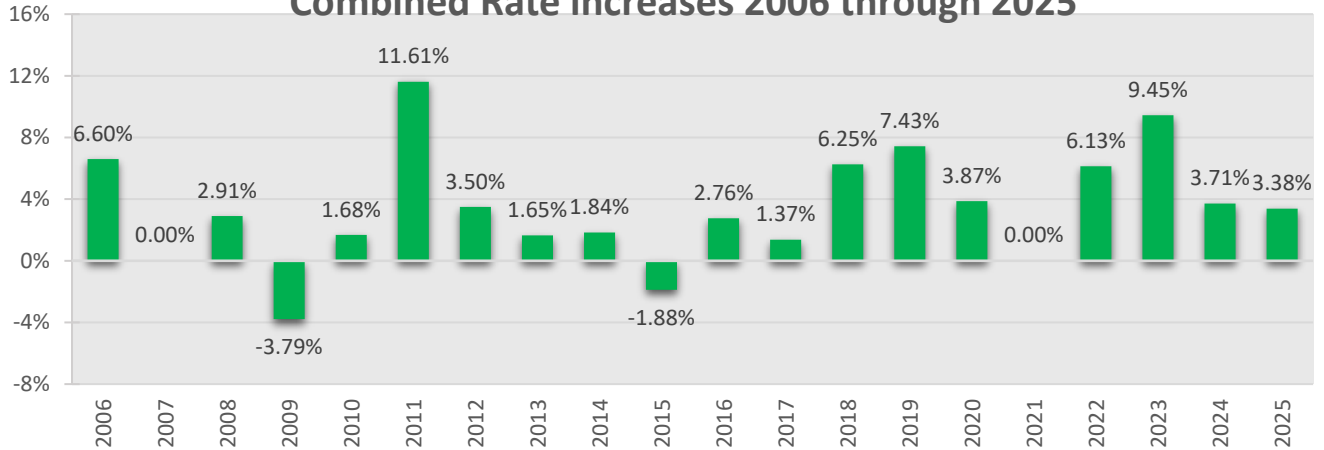
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$8,432,204	\$8,650,822	2.6%
Sewer	\$9,153,352	\$9,333,555	2.0%
Combined	\$17,585,556	\$17,984,377	2.3%

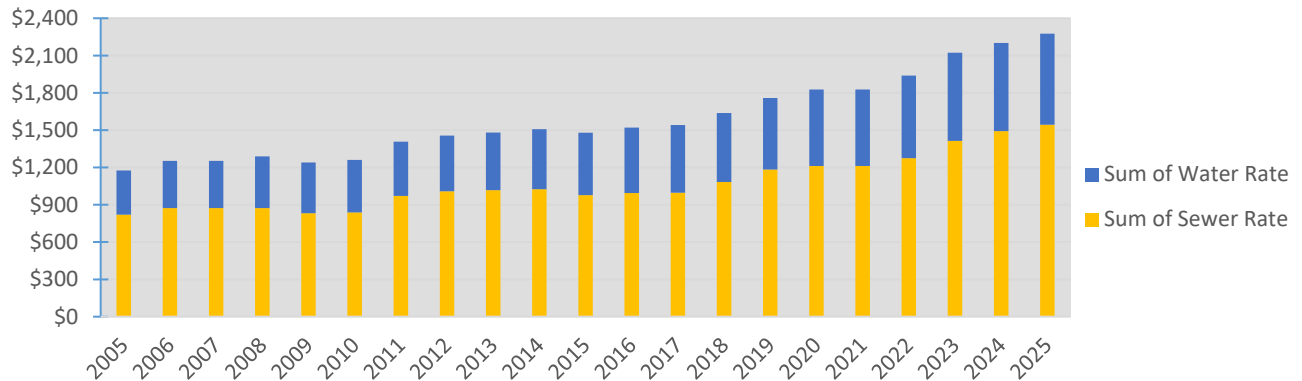
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$12,573,118	\$11,184,735	-11.04%
Sewer	\$10,963,812	\$11,606,479	5.86%
Combined	\$23,536,930	\$22,791,214	-3.17%

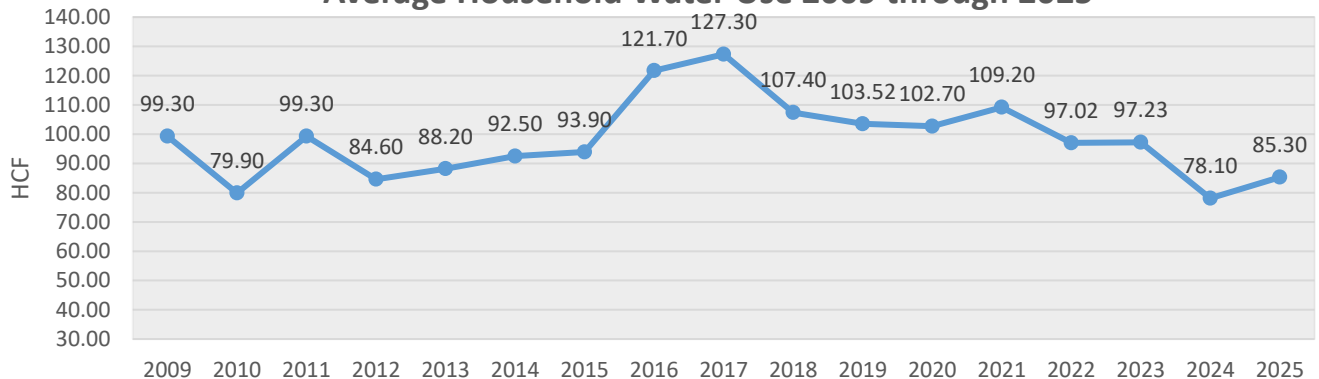
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Lynn (partial W)



Residential Water Rates:

Last adjusted: July 2025

0 – 27.4 HCF	\$4.91/HCF
27.4 – 45.65 HCF	\$5.06 "
45.65 – 2,739.4 HCF	\$5.15 "
>2,812.45 HCF	\$5.22 "

Note: Limited MWRA water service, primarily to the General Electric plant.

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

0 – 27.4 HCF	\$9.01 "
27.4 – 45.65 HCF	\$9.31 "
45.65 – 2,739.4 HCF	\$9.47 "
>2,812.45 HCF	\$9.54 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Lynn allows separate irrigation meters billed for water only, with no sewer charges. Sub-metering is not overseen by the Commission and is handled privately by property owners. All customers are billed quarterly. Lynn uses a block rate structure for both water and sewer, with higher-volume users paying higher rates.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$590.76	4.01%
Sewer	\$1,084.32	4.04%
Combined	\$1,675.08	4.03%

Annual Cost Based on Local, State & Federal Data

(64.1 HCF – See Appendix C
for Data & Calc.)

Water	\$314.73
Sewer	\$577.54
Combined	\$892.27

Additional Information Provided by Community

Community Challenges

Lynn is in the final stages of a major sewer separation project in West Lynn. Planned sewer-related capital investments include approximately \$100 million for sewer separation and \$74 million for regional wastewater treatment plant upgrades, which also incorporate stormwater improvements. No major water capital improvements are planned over the next five years.

Ratepayer Engagement & Feedback

The Commission communicates through its website and mailings. Lynn funds water through the General Fund and offers a 30 percent discount for low-income seniors. Affordability is not formally assessed, though feedback most often cites high water costs in multi-family buildings. No water revenue shortfalls have occurred in the past three years.

Regulatory/Emerging Issues

PFAS-related costs have been partially offset through a class action settlement. A consulting firm was hired to manage Lead and Copper Rule compliance. Sewer lateral testing is under consideration. Stormwater costs are addressed through wastewater treatment plant upgrades, and no dedicated stormwater utility is planned.

Workforce & Staffing

The primary workforce challenge is recruiting staff with the appropriate licenses. Lynn uses social media to support recruitment efforts.



Lynn (partial W)

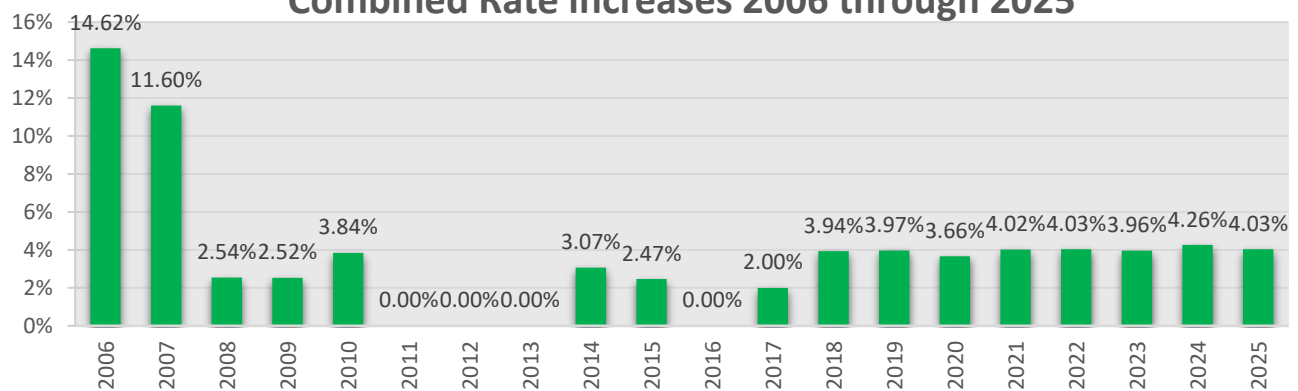
FY 2026 MWRA Assessments

	FY25	FY26	% Change
Water	\$163,485	\$121,220	-25.9%
Sewer	-	-	-
Combined	\$163,485	\$121,220	-25.9%

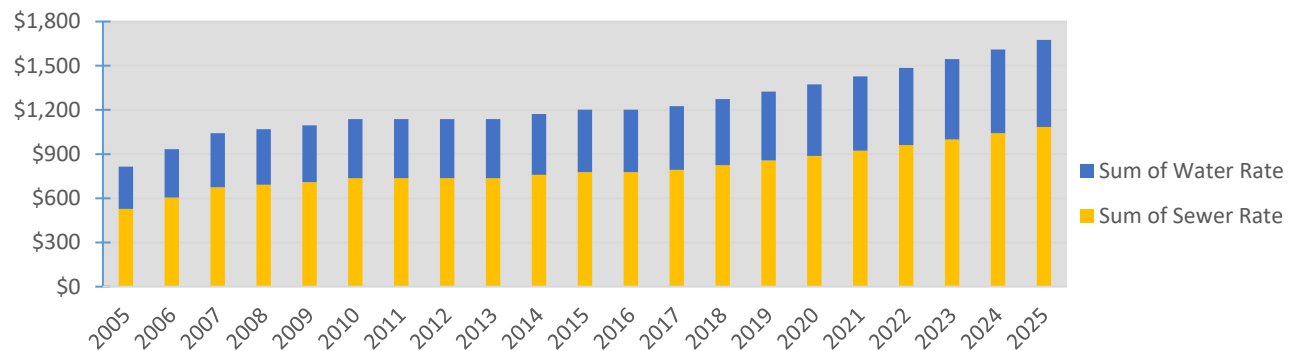
Note: Limited MWRA water service, primarily to the General Electric plant.



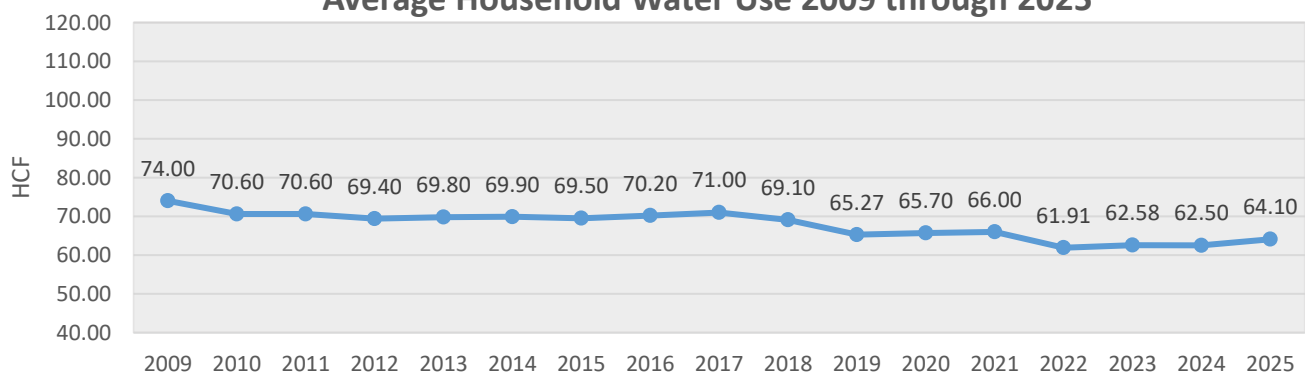
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Lynnfield – Lynnfield Water District (W)



Residential Water Rates:

Last adjusted: March 2025

Base charge (includes 0 – 20 HCF): \$95.00/bill
20 – 100 HCF \$ 4.85/HCF
>100 HCF \$ 6.29 "

Billing Frequency: Semi-Annually

Residential Sewer Rates:

Last adjusted: Not applicable

Community not sewerred.

Billing Practices: The District allows irrigation meters, though most residents are on septic systems. A small number of residential and commercial properties tied into Lynn Water & Sewer receive sewer billing through meter reads sent to Lynn. Some apartment buildings use private sub-metering for internal allocation. Residential customers are billed twice a year; commercial accounts are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$578.00	8.48%
Sewer	\$0.00	0.00%
Combined	\$578.00	8.48%

Annual Cost Based on Local, State & Federal Data

(81.9 HCF – See Appendix C
for Data & Calc.)

Water	\$393.22
Sewer	N/A
Combined	\$393.22

- ♦ Lynnfield has a 10% discount for water service for all customers if bill is paid within 20 days.
- ♦ A portion of the water district's budget is raised via the property tax.

Additional Information Provided by Community

Community Challenges

Rising health insurance costs are increasingly difficult for a small district to absorb.

Ratepayer Engagement & Feedback

The District includes a spring billing letter to update residents on planned projects. No significant concerns were reported.

Regulatory/Emerging Issues

The District reports no PFAS or regulatory concerns. Completing the inventory of unknown service materials remains challenging with limited staff. Replacing unlined cast iron mains is a priority, but progress is slowed by recent tank repainting and a new meter replacement program.

Workforce & Staffing

The District has a small but dedicated staff. To aid recruitment, it offers higher pay and matches vacation time for employees coming from other municipalities.

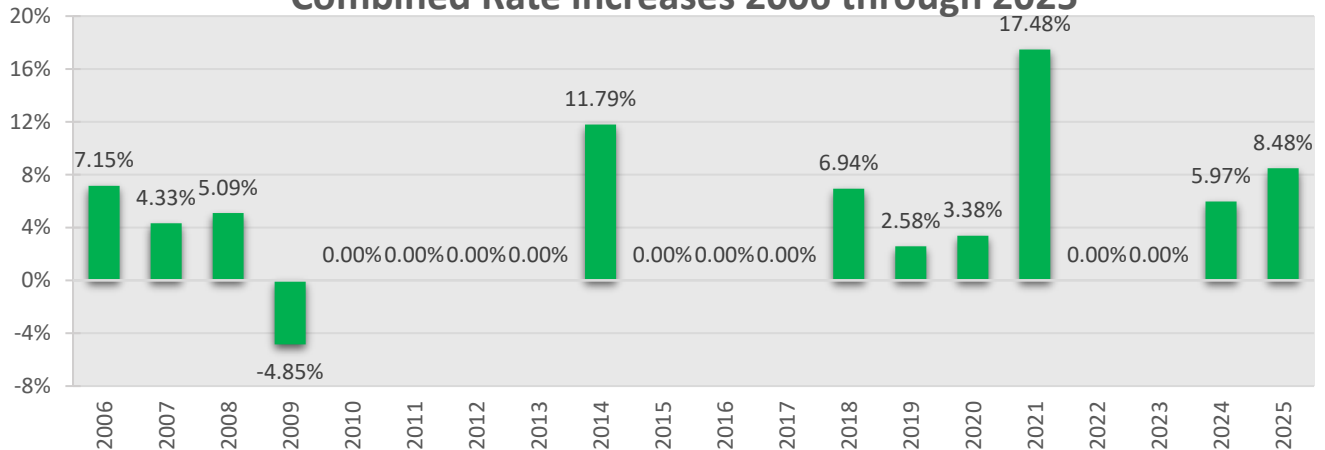


Lynnfield – Lynnfield Water District (W)

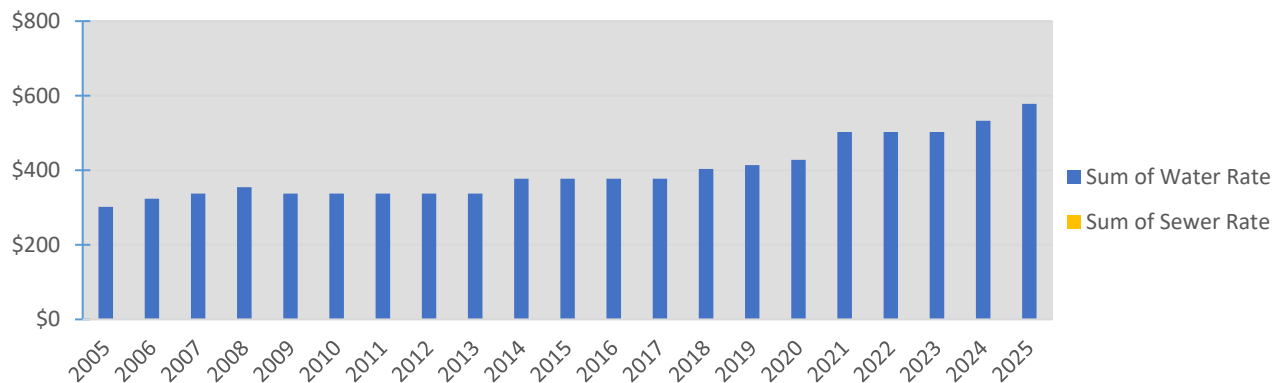
MWRA Assessments			
	FY25	FY26	Change (%)
Water	\$919,790	\$947,614	3.0%
Sewer	-	-	-
Combined	\$919,790	\$947,614	3.0%

Assessment impact: The District adjusts rates to align with assessment increases.

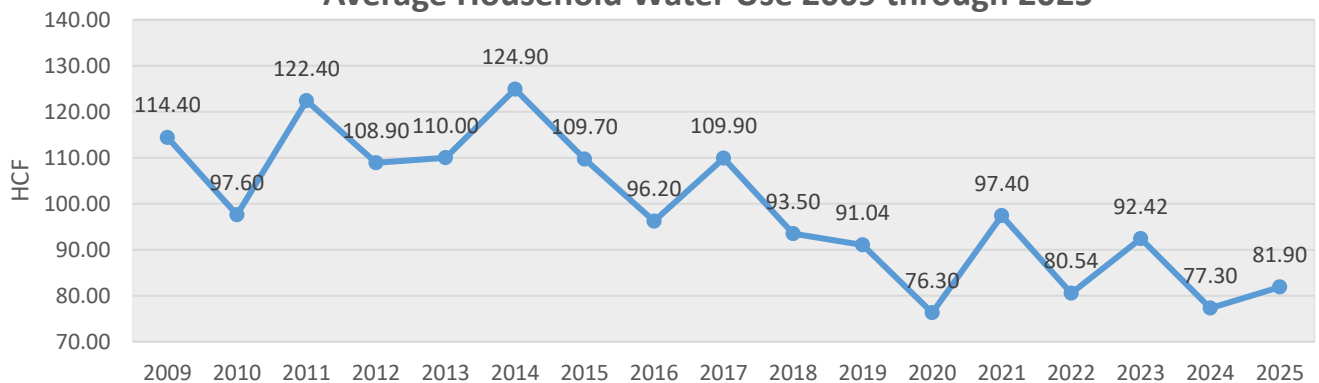
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025





Malden (W/S)

Residential Water Rates:

Last adjusted:	July 2025
Min. charge (5/8" meter):	\$ 3.30/month
0– 8 HCF:	\$ 6.11/HCF
8 – 120 HCF	\$ 13.71 "
>120 HCF	\$ 18.57 "
Billing Frequency:	Monthly

Residential Sewer Rates:

Last adjusted:	July 2025
Min. charge (5/8" meter):	\$ 3.30/month
0– 8 HCF:	\$ 6.99/HCF
8 – 120 HCF	\$ 13.76 "
>120 HCF	\$ 15.97 "
Based on 100% of water usage.	
Billing Frequency:	Monthly

Annual Cost AWWA Standard for Historical Comparison (120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$915.60	7.98%
Sewer	1,001.28	8.03%
Combined	\$1,916.88	8.01%

Annual Cost Based on Local, State & Federal Data (60.3 – See Appendix C for Data & Calc.)

Water	\$368.43
Sewer	\$421.50
Combined	\$789.93

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions:

Malden does not offer discounts on water or sewer bills. FY25 operating expenses were approximately \$16 million for water and \$18.65 million for sewer, with 8.5% and 8% of bills liened, respectively. Both systems have experienced revenue shortfalls, driven largely by declining water usage. Unaccounted-for water improved from 28% in 2022 to 21% in 2023. Sewer charges are based on 100% water use, including properties with irrigation meters.

Five-year capital needs were estimated at \$40 million for water and \$10 million for sewer, with planned investments of \$30 million and \$5 million, respectively. Water priorities included main replacement, lead service line replacement, and valve upgrades; sewer investments centered on pipe lining and manhole rehabilitation.

For stormwater, Malden was still assessing its long-term capital needs and had not reported annual operating costs. The city was evaluating whether to establish a dedicated stormwater utility or enterprise fund.

Malden relies on MWRA-treated water for PFAS compliance and follows MWRA guidance, including participation in PFAS settlement-related actions. No additional local PFAS costs were anticipated.

Under the Lead and Copper Rule, Malden identified 2,400 lead service lines, 10 GRR lines, and 683 unknowns. The city replaces roughly 270–300 lead lines each year using a combination of EPA grants, MWRA funding, a local ordinance, and a \$750,000 annual budget line item.

Malden (W/S)



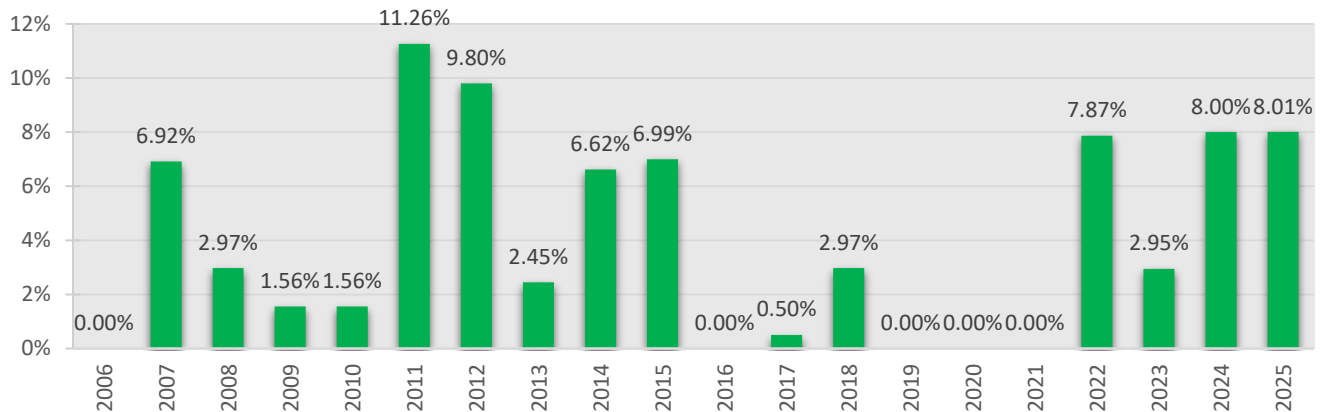
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$9,497,417	\$9,243,076	-2.7%
Sewer	\$14,576,224	\$14,572,763	0.0%
Combined	\$24,073,641	\$23,815,839	-1.1%

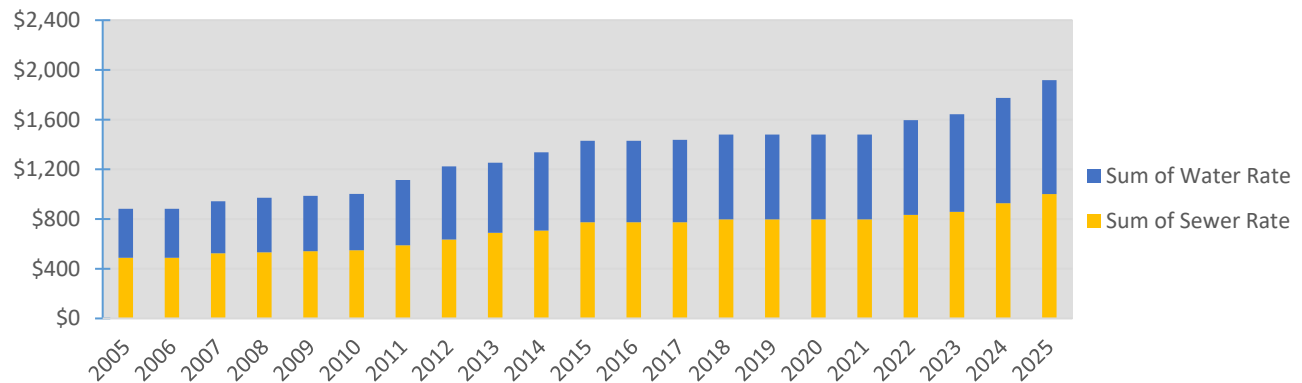
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$29,798,197	\$31,846,591	6.87%

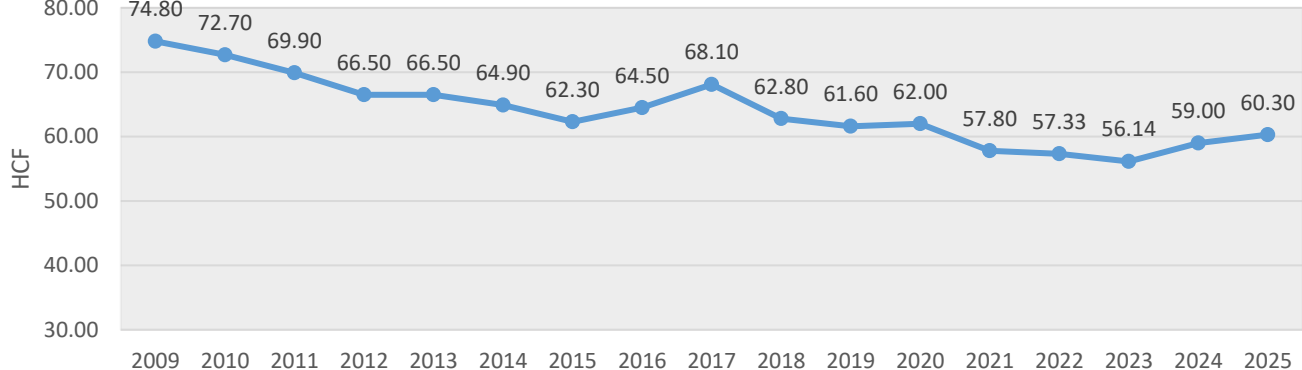
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Marblehead (W)



Residential Water Rates:

Last adjusted:	July 2025
Administrative Charge	\$42.50/bill
0 – 30 HCF	\$ 7.16/HCF
>30 HCF	\$ 11.65 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Administrative Charge	\$45.00/bill
0 – 30 HCF	\$ 12.10/HCF
>30 HCF	\$ 13.50 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Marblehead allows irrigation meters and sewer-deduct meters. Irrigation meters have separate accounts and are charged for water only. Sewer-deduct meters measure outdoor use and credit that amount back at the lower sewer rate. Sub-metering is not allowed, though multiple services are permitted if each has its own curb stop.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,029.20	1.70%
Sewer	\$1,632.00	2.64%
Combined	\$2,661.20	2.28%

Annual Cost Based on Local, State & Federal Data

(77.9 HCF – See Appendix C
for Data & Calc.)

Water	\$727.76
Sewer	\$1,122.59
Combined	\$1,850.35

Additional Information Provided by Community

Community Challenges

Aging water infrastructure requires ongoing investment in cleaning and lining mains. On the sewer side, most pump stations need upgrades costing more than \$900,000 each, and the Town must meet a ten-year infiltration and inflow removal requirement of about \$1 million annually.

Ratepayer Engagement & Feedback

The Commission publishes a quarterly newsletter, attends community events, and issues weekly updates during construction. The Superintendent provides regular local TV updates, and the Commission holds monthly public meetings and budget reviews. A rate study is conducted each June, and Town Meeting includes an annual water and sewer article. Residents frequently raise concerns about higher irrigation-season bills under the two-tier rate structure, while service feedback is generally positive.

Regulatory/Emerging Issues

Marblehead reports no PFAS issues beyond MWRA treatment. Although historical records have gaps, no lead services have been found, and removed goosenecks were documented. Current excavation work has not revealed additional lead. Sewer operations face significant I/I compliance pressures. Stormwater is funded through the general fund, and MS4 and IDDE work consume most available resources.

Workforce & Staffing

Marblehead has few operators with required distribution licenses, and training demands strain operations, particularly when classes are held far from Town. The HR department has expanded recruitment and increased training support. Employees receive stipends for licenses, and staff are trained on equipment operations. The Town is also exploring a CDL training program.



Marblehead (W)

FY 2026 MWRA Assessments

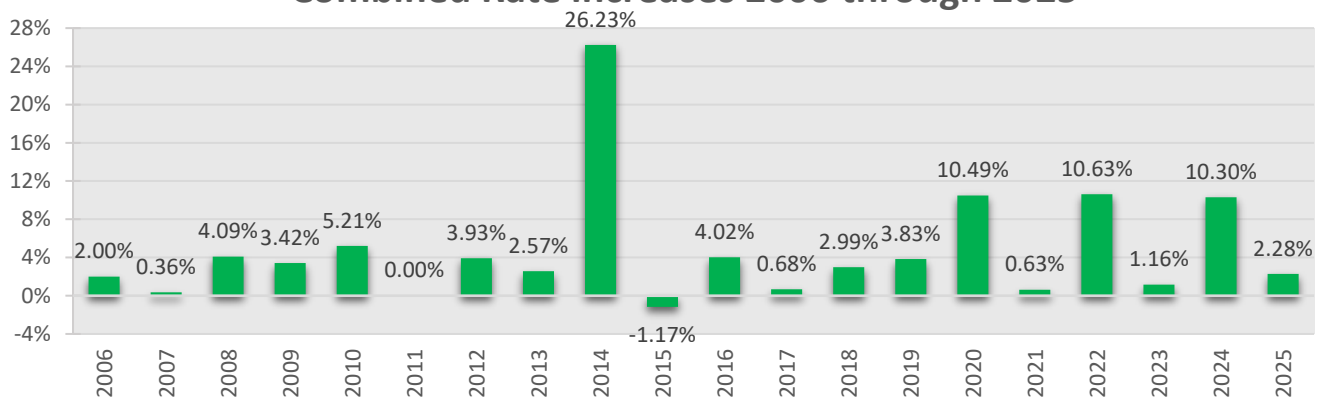
	FY25	FY26	Δ%
Water	\$3,043,998	\$3,195,219	5.0%
Sewer	-	-	-
Combined	\$3,043,998	\$3,195,219	5.0%

Enterprise Fund Expenses *From Division of Local Services

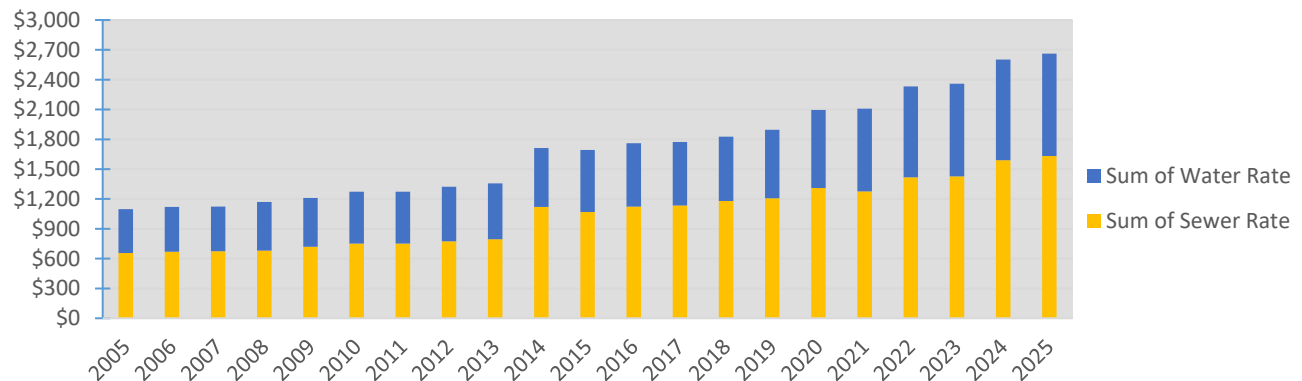
	FY24	FY25	Δ%
Water	\$5,661,728	N/A	N/A
Sewer	\$5,736,965	N/A	N/A
Combined	\$11,398,693	N/A	N/A

Assessment impact: MWRA assessments have increased at a rate similar to local budgets. Because MWRA comprises more than half of the water budget, the assessment largely drives rate setting.

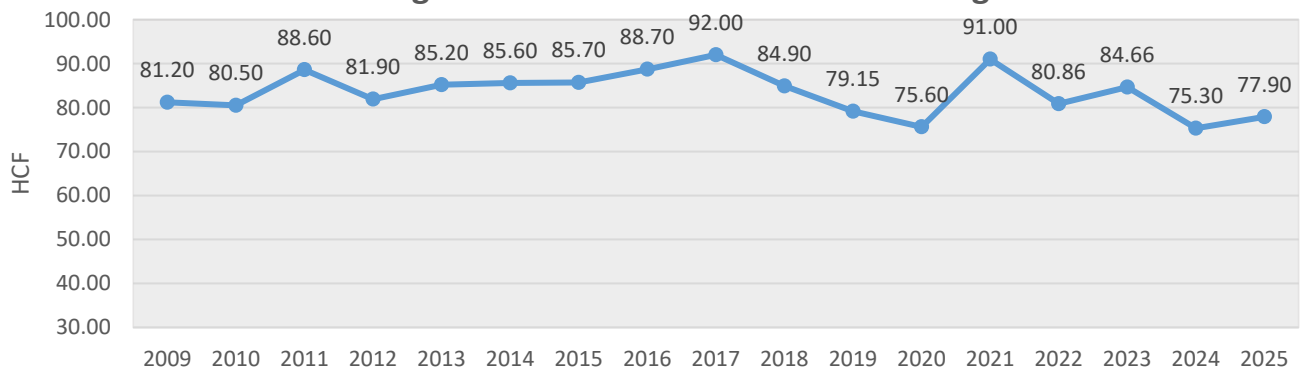
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Marlborough (W/S)



Residential Water Rates:

Last adjusted: July 2025

In-City (All Units) \$8.73/HCF

Out-of-City (All Units) \$9.17 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

In-City (All Units) \$9.81/HCF

Out-of-City (All Units) \$10.30 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Marlborough allows separate irrigation meters, billed independently from the main meter with no sewer charges. Sub-metering is not overseen by the City; owners who install internal submeters handle all costs and allocation, and the City bills only from the master meter. Residential customers are billed quarterly, and commercial customers bi-monthly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,047.60	3.56%
Sewer	\$1,177.20	6.28%
Combined	\$2,224.80	4.98%

Annual Cost Based on Local, State & Federal Data

(47.6 HCF – See Appendix C
for Data & Calc.)

Water	\$415.55
Sewer	\$466.96
Combined	\$882.50

Additional Information Provided by Community

Community Challenges

Key challenges include addressing infiltration and inflow in older sewer areas, improving billing accuracy and transparency, and managing extreme precipitation that strains parts of the stormwater system.

Ratepayer Engagement & Feedback

Marlborough communicates through its website, Facebook page, variable message boards, targeted mailers, and City Council sessions. These channels are also used to explain how MWRA assessments affect local rates. Most feedback concerns billing clarity, with some questions about higher bills and recent rate increases.

Regulatory/Emerging Issues

Marlborough faces minor added costs for PFAS testing at its treatment plants. As an MWRA-supplied system, future PFAS drinking water impacts would be reflected in MWRA assessments. The City is nearing full compliance with the Lead and Copper Rule and plans to complete its service line replacement program this year. Emerging issues include potential federal cybersecurity requirements, nutrient reduction mandates, and future updates to NPDES permits, all of which may affect future budgets.

Workforce & Staffing

Hiring licensed water and wastewater operators remains difficult due to a limited candidate pool and lengthy licensure timelines. Marlborough emphasizes pension benefits, strong career pathways, competitive salaries, and overtime opportunities to attract and retain staff. Maintaining adequate staffing levels is a priority to avoid overburdening employees.

Marlborough (W/S)



FY 2026 MWRA Assessments

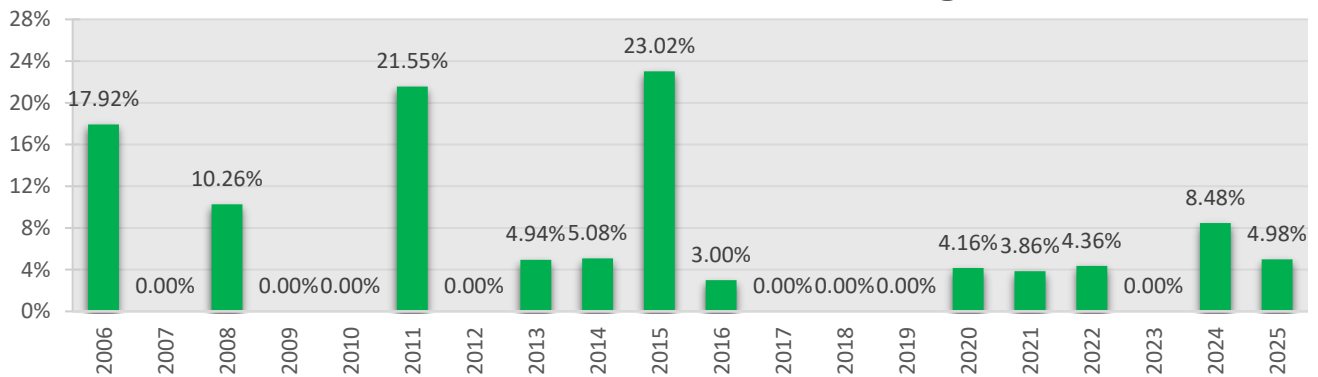
	FY25	FY26	Δ%
Water	\$7,379,850	\$7,280,864	-1.3%
Sewer	-	-	-
Combined	\$7,379,850	\$7,280,864	-1.3%

Enterprise Fund Expenses *From Division of Local Services

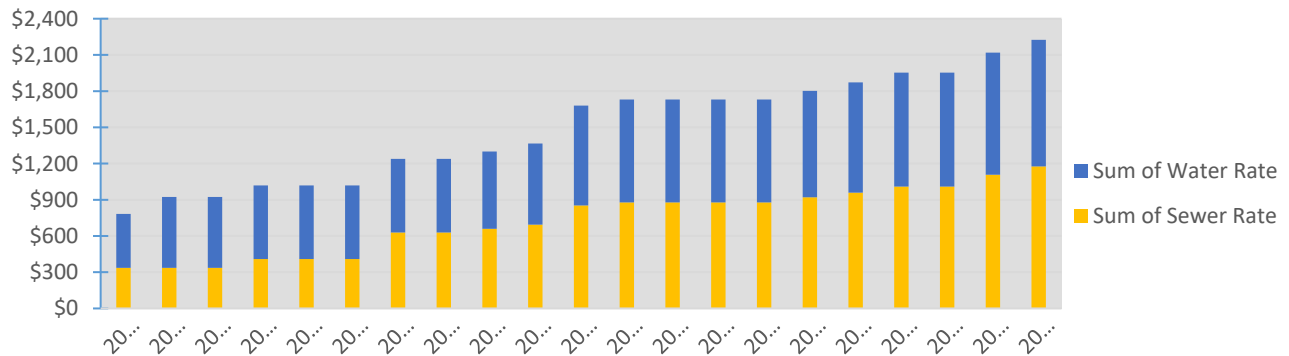
	FY24	FY25	Δ%
Water	\$12,246,763	\$12,494,672	2.02%
Sewer	\$9,481,902	\$9,696,230	2.26%
Combined	\$21,728,665	\$22,190,902	2.13%

Assessment impact: MWRA assessments rise annually and drive corresponding growth in enterprise budgets. While not disproportionate, MWRA remains a major factor in long-term rate planning.

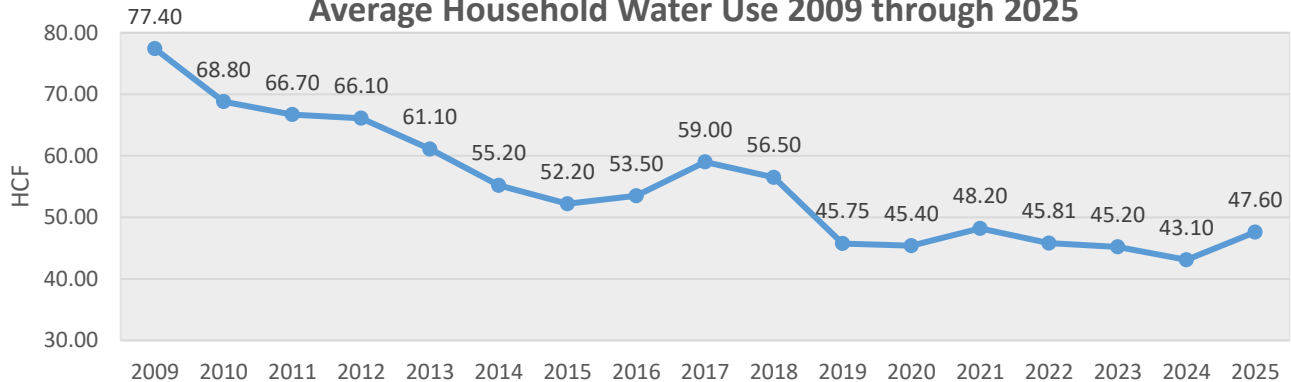
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Medford (W/S)



Residential Water Rates:

Last adjusted:	July 2025
0 – 8 HCF	\$ 7.96/HCF
8-16 HCF	\$ 8.51 "
>16 HCF	\$ 9.06 "
Billing Frequency:	Bi-Monthly

Residential Sewer Rates:

Last adjusted:	July 2025
0 – 8 HCF	\$ 11.87/HCF
8-16 HCF	\$ 12.69 "
>16 HCF	\$ 13.51 "
Based on 100% of water usage.	
Billing Frequency:	Bi-Monthly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,008.00	5.71%
Sewer	\$1,503.12	5.76%
Combined	\$2,511.12	5.74%

Annual Cost Based on Local, State & Federal Data

(50.3 HCF – See Appendix C

for Data & Calc.)

Water	\$401.65
Sewer	\$598.95
Combined	\$1,000.60

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions.

Medford operates its water and sewer systems as enterprise funds and offers seniors a 50 dollar per year discount applied to the combined bill. For water, FY25 operating expenses were approximately 26.94 million dollars, and 8.58 percent of bills were lienied. The city reported surpluses for the past three years and no revenue shortfalls. Unaccounted-for water was 24 percent. Residential properties with up to three units are billed on a tiered rate structure, while larger buildings and commercial users pay untiered rates. Five-year water capital needs totaled 30 million dollars, with 12 to 15 million dollars planned for capacity and safety projects, including pipe replacements, lead remediation work, and booster station upgrades.

Sewer operations follow the same senior discount structure. FY25 sewer expenses were included within the combined water and sewer operating costs. Sewer bills are based on 60 percent of measured water use, and irrigation meters are allowed for properties with up to three units. Larger residential buildings and commercial users are charged untiered rates. Five-year sewer capital needs were estimated at 7 to 12 million dollars, with 4 to 7 million dollars planned for inflow and infiltration remediation and other infrastructure upgrades.

Medford reported 12 to 17 million dollars in stormwater capital needs for flood mitigation and system upgrades, with individual project costs ranging from 1 to 3 million dollars. Annual operations were estimated at approximately 500,000 dollars, largely for MS4 compliance. Stormwater activities are supported by a revolving fund that receives revenue from permitting fees.

Under the Lead and Copper Rule, Medford identified 5,413 lead service lines, 2 galvanized requiring replacement lines, and 4,663 unknowns. The city offers a 1,000 dollar rebate to support lead service line replacements.



Medford (W/S)

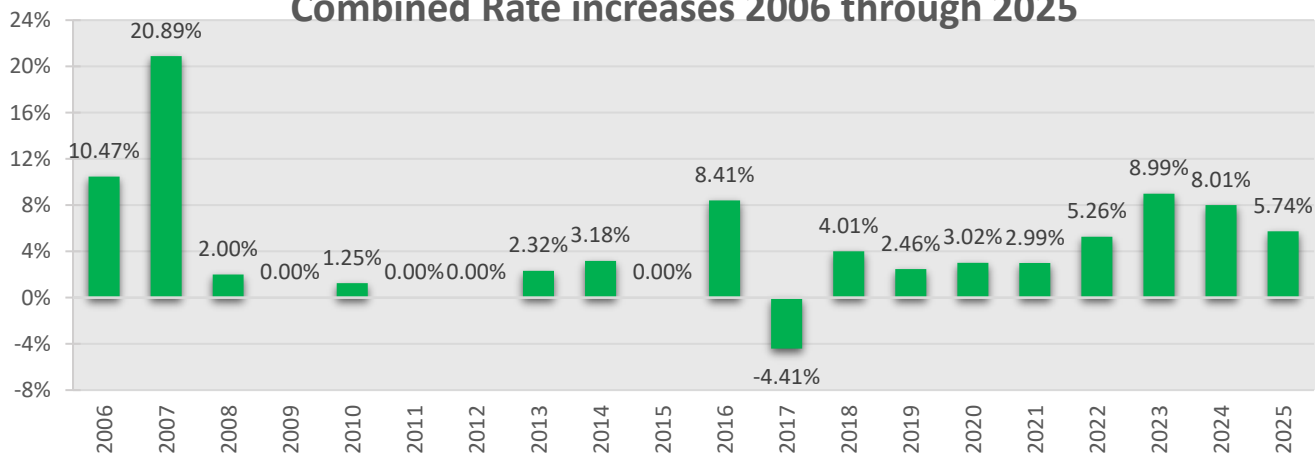
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$8,041,818	\$8,387,383	4.3%
Sewer	\$14,191,728	\$13,768,213	-3.0%
Combined	\$22,233,546	\$22,155,596	-0.4%

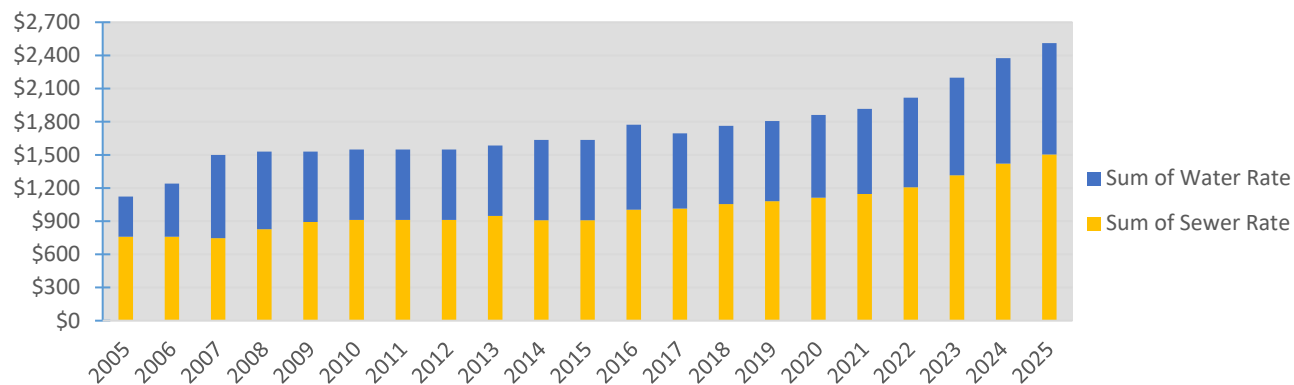
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$26,398,938	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	N/A	N/A	N/A

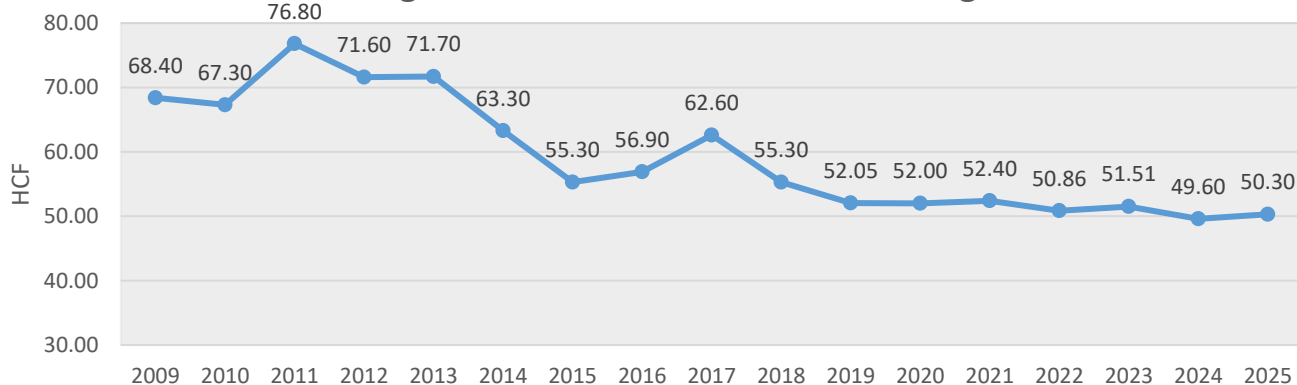
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Melrose (W/S)



Residential Water Rates:

Last adjusted:	July 2025
Base Fee (up to 1" meter)	\$6.78
0 – 6.67 HCF	\$ 8.32/HCF
>6.67 HCF	\$ 11.15 "
Billing Frequency:	Monthly

Residential Sewer Rates:

Last adjusted:	July 2025
Base Fee (up to 1" meter)	\$8.79
0 – 6.67 HCF	\$ 12.25/HCF
>6.67 HCF	\$ 15.43"
Based on 90% of water usage.	
Billing Frequency:	Monthly

Billing Practices: Melrose allows deduct meters for irrigation, removing sewer charges from those accounts. Customers with second meters pay sewer at 100% of water use, while those without are billed at 90%. Sub-metering is allowed for condominiums; for rental properties, billing flows through the landlord under one master meter.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,192.85	0.00%
Sewer	\$1,517.56	0.00%
Combined	\$2,710.41	0.00%

Annual Cost Based on Local, State & Federal Data

(53.9 HCF – See Appendix C
for Data & Calc.)

Water	\$529.81
Sewer	\$699.77
Combined	\$1,229.58

Additional Information Provided by Community

Community Challenges

Stormwater remains the City's primary challenge because it is not supported by an enterprise fund. Water and sewer systems are in relatively good financial condition.

Ratepayer Engagement & Feedback

Melrose has had only modest rate increases over the past decade, reducing public concern. A 2016 rate model developed by a consultant improved transparency and helped build trust. Resident feedback focuses on affordability and interest in discount programs.

Regulatory/Emerging Issues

Melrose reports no PFAS-related issues. The City has difficulty locating public-side lead services and encouraging private-side replacements, even with a \$1,000 rebate. Melrose is considering options to fund private-side work and has leveraged MWRA loans, an SRF planning grant, and the federal Get the Lead Out program. The City continues to identify unknowns and meet requirements under its voluntary Administrative Consent Order. No new regulatory mandates are anticipated.

Workforce & Staffing

The City faces challenges recruiting operators with required state licenses. While the workforce has been stable, the pool of licensed operators is limited. Melrose offers stipends for required licenses and provides training for employees pursuing certification.



Melrose (W/S)

FY 2026 MWRA Assessments

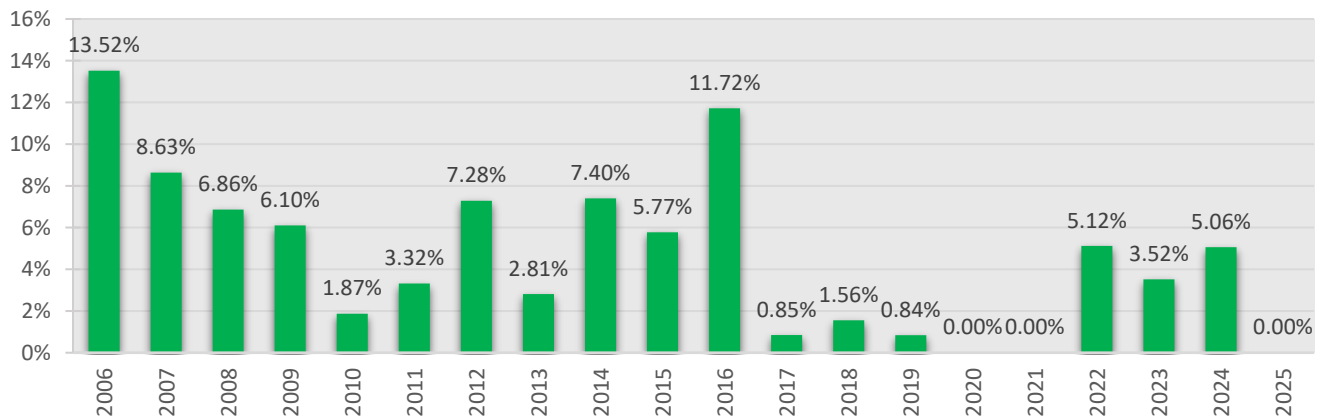
	FY25	FY26	Δ%
Water	\$3,865,069	\$3,762,588	-2.7%
Sewer	\$6,926,272	\$6,828,033	-1.4%
Combined	\$10,791,341	\$10,590,621	-1.9%

Enterprise Fund Expenses *From Division of Local Services

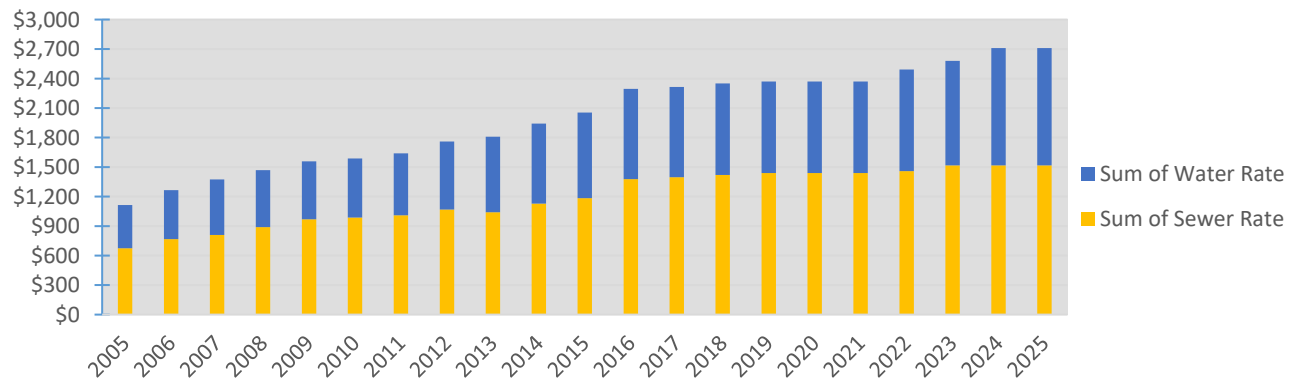
	FY24	FY25	Δ%
Water	\$6,377,939	N/A	N/A
Sewer	\$8,831,740	N/A	N/A
Combined	\$15,209,679	N/A	N/A

Assessment impact: MWRA assessments have remained proportional in recent years.

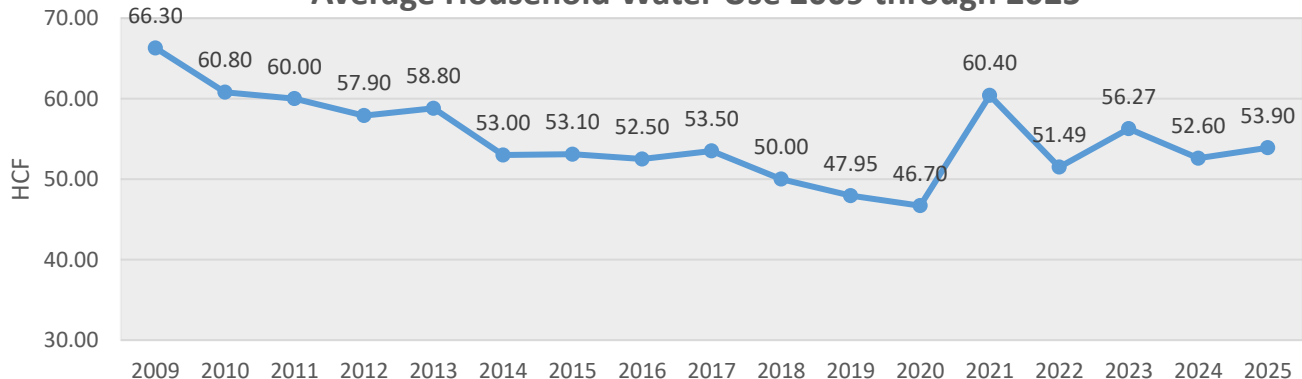
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Milton (W/S)



Residential Water Rates:

Last adjusted: July 2025

Fund: Enterprise

0 – 6 HCF	\$7.10/HCF
6 – 30 HCF	\$8.57 "
30 – 60 HCF	\$9.45 "
>60 HCF	\$10.04 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

Fund: Enterprise

0 – 6 HCF	\$8.98/HCF
6 – 30 HCF	\$16.91 "
30 – 60 HCF	\$18.60 "
>60 HCF	\$19.89 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$993.12	2.02%
Sewer	\$1,838.88	2.49%
Combined	\$2,832.00	2.31%

Annual Cost Based on Local, State & Federal Data

(71.8 HCF – See Appendix C
for Data & Calc.)

Water	\$580.05
Sewer	\$1,023.82
Combined	\$1,603.86

Commercial Water Rates**:

Same as residential

Commercial Sewer Rates**:

Same as residential

Additional Data by Community

Does this Community Use Second
Meters?

Yes

Does this Community Offer Senior
and/or Low Income Discounts?

No

Stormwater

Current Funding Source of
Stormwater-Related Costs:

Special Assessment/ Fee

**based on prior year survey data, may not be current



Milton (W/S)

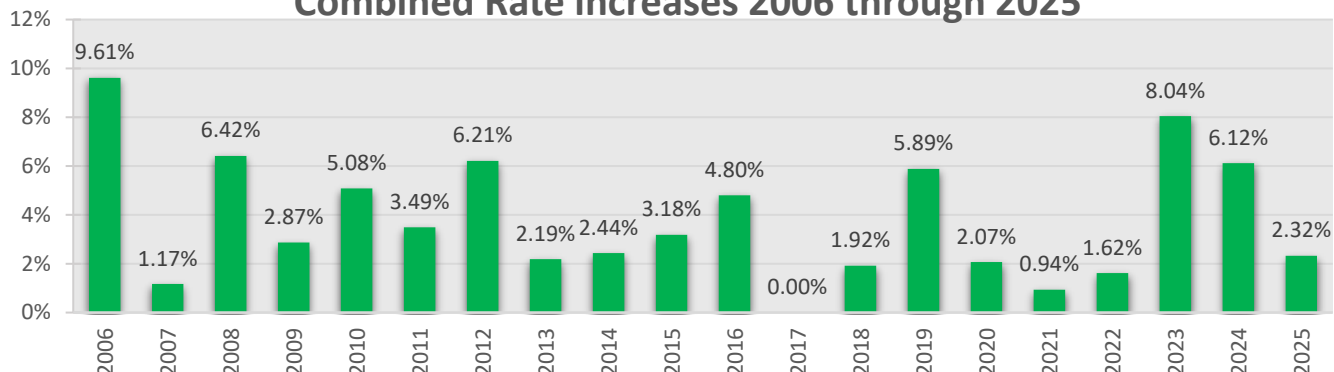
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$4,046,121	\$4,294,618	6.1%
Sewer	\$6,786,934	\$7,283,496	7.3%
Combined	\$10,833,055	\$11,578,114	6.9%

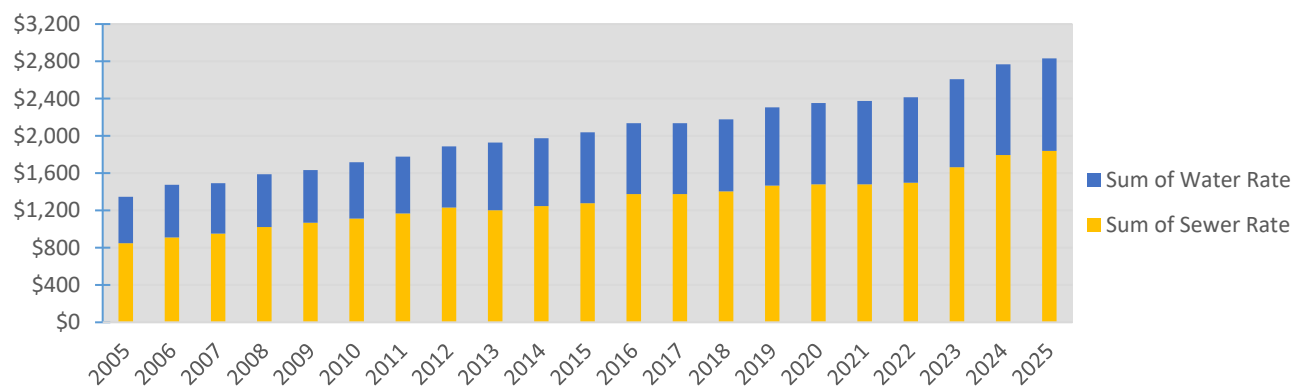
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$6,536,118	\$6,382,228	-2.35%
Sewer	\$7,771,613	\$8,138,134	4.72%
Combined	\$14,307,731	\$14,520,362	1.49%

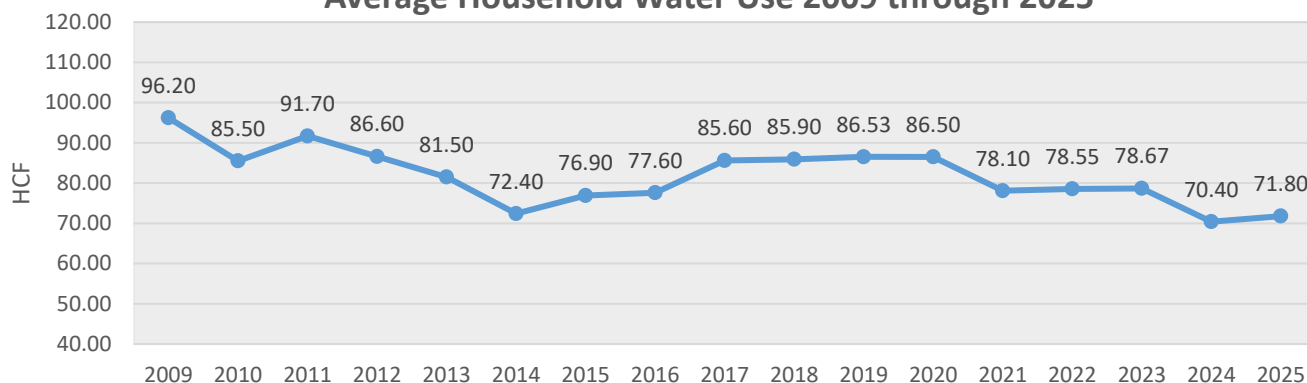
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Nahant (W)



Residential Water Rates:

Last adjusted: July 2025

Fund: Enterprise

All units \$11.08/HCF

Billing Frequency: Tri-Annually

Residential Sewer Rates:

Last adjusted: July 2025

Fund: Enterprise

All units \$ 13.34 /HCF

Based on 100% of water usage.

Billing Frequency: Tri-Annually

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,329.60	0.64%
Sewer	\$1,600.80	6.21%
Combined	\$2,930.40	3.61%

Annual Cost Based on Local, State & Federal Data

(71.2 HCF – See Appendix C
for Data & Calc.)

Water	\$788.90
Sewer	\$949.81
Combined	\$1,738.70

- ♦ Nahant receives wholesale wastewater services from the Lynn Water and Sewer Commission.
- ♦ Nahant utilizes the debt service exclusion as permitted under General Law 59 Section 21C(n)

Commercial Water Rates**:

Same as residential

Commercial Sewer Rates**:

Same as residential

Additional Data by Community

Does this Community Use Second Meters?	Yes	Does this Community Offer Senior and/or Low Income Discounts?	Yes, Both
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Stormwater

Current Funding Source of Stormwater-Related Costs:	Tax Levy (DPW Budget)
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**based on prior year survey data, may not be current



Nahant (W)

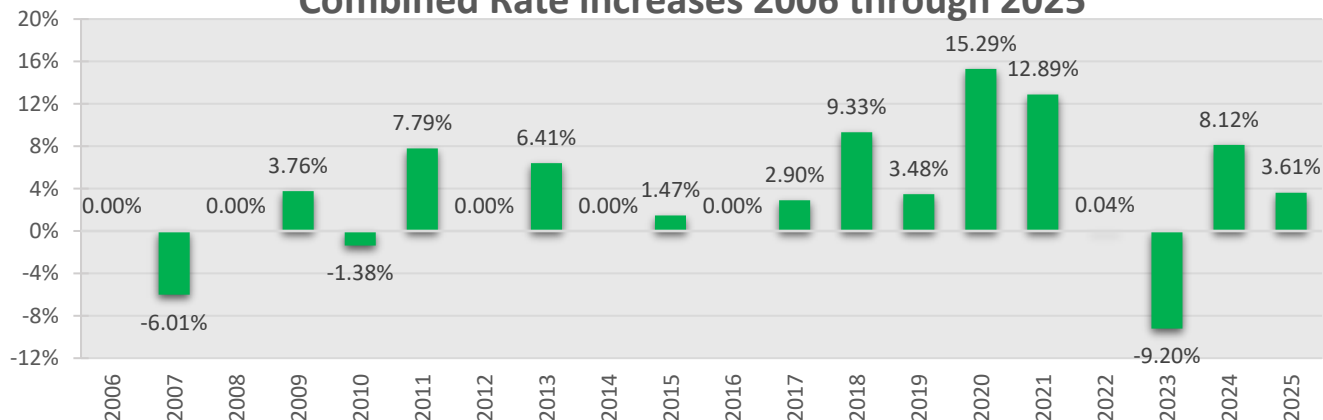
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$567,027	\$550,871	-2.8%
Sewer	-	-	-
Combined	\$567,027	\$550,871	-2.8%

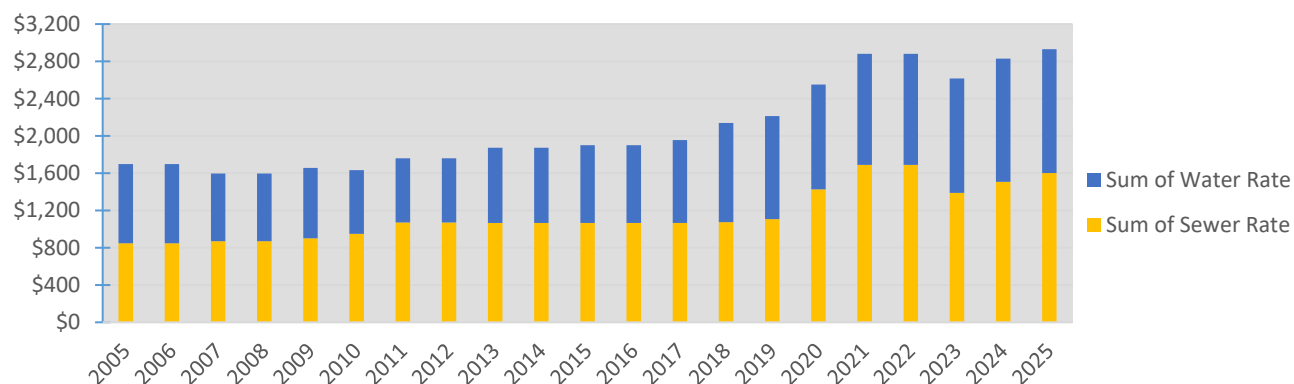
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$1,063,541	\$1,043,600	-1.87%
Sewer	\$1,488,031	\$1,454,828	-2.23%
Combined	\$2,551,572	\$2,498,428	-2.08%

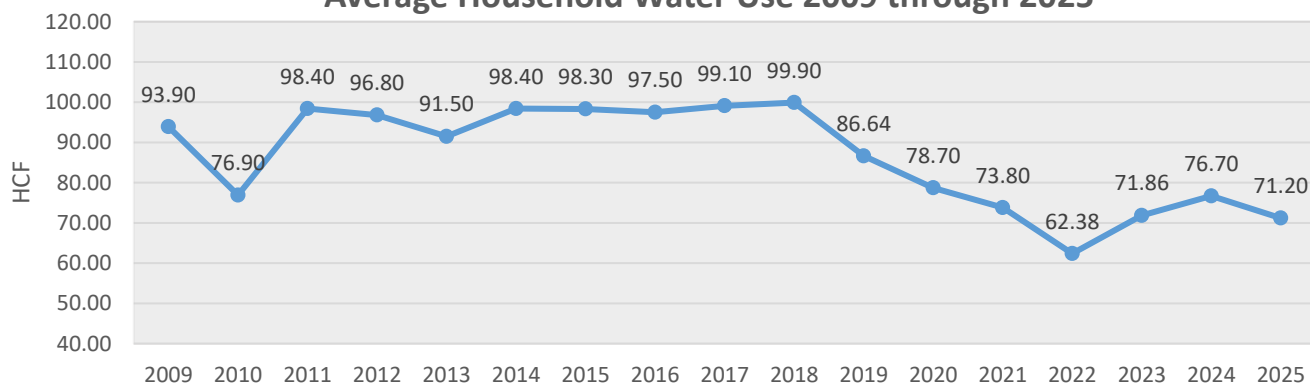
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Natick (S)



Residential Water **Only** Rates:

Last adjusted: July 2025

Base charge	\$25.00
0 – 8 HCF	\$2.65/HCF
9 – 16 HCF	\$4.04 "
17 – 32 HCF	\$5.99 "
>33 HCF	\$15.05 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

Base charge	\$15.00
0 – 8 HCF	\$7.48/HCF
9 – 16 HCF	\$13.32 "
>17 HCF	\$22.04 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Natick allows irrigation meters, which are billed separately on the main bill. The Town also maintains abatement processes. About 20 percent of meters in Natick are irrigation meters. Sub-metering is allowed, but the Town bills only the main meter. All accounts are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$649.52	15.36%
Sewer	\$1,773.60	7.36%
Combined	\$2,423.12	9.39%

Annual Cost Based on Local, State & Federal Data

(66 HCF – See Appendix C
for Data & Calc.)

Water	\$326.06
Sewer	705.52
Combined	\$1,031.58

Additional Information Provided by Community

Community Challenges

Natick faces significant challenges related to PFAS and other unfunded regulatory requirements. These pressures contribute to rapid increases in water and sewer budgets.

Ratepayer Engagement & Feedback

Natick communicates rate or regulatory issues through budget presentations. Some residents have expressed concern with the recent increase in the Ready To Serve (RTS) fee.

Regulatory/Emerging Issues

The Town is planning the construction of a new PFAS removal facility, expected to cost up to \$25 million, and anticipates annual granular activated carbon media replacements of \$500,000 to \$600,000. Completing regulatory requirements with current staffing levels is difficult, and constant changes in the political and regulatory landscape add further uncertainty.

Workforce & Staffing

Natick struggles to hire qualified and licensed staff given current salary levels. The Town relies on internal training and, as noted, a measure of luck in attracting candidates.



Natick (S)

FY 2026 MWRA Assessments

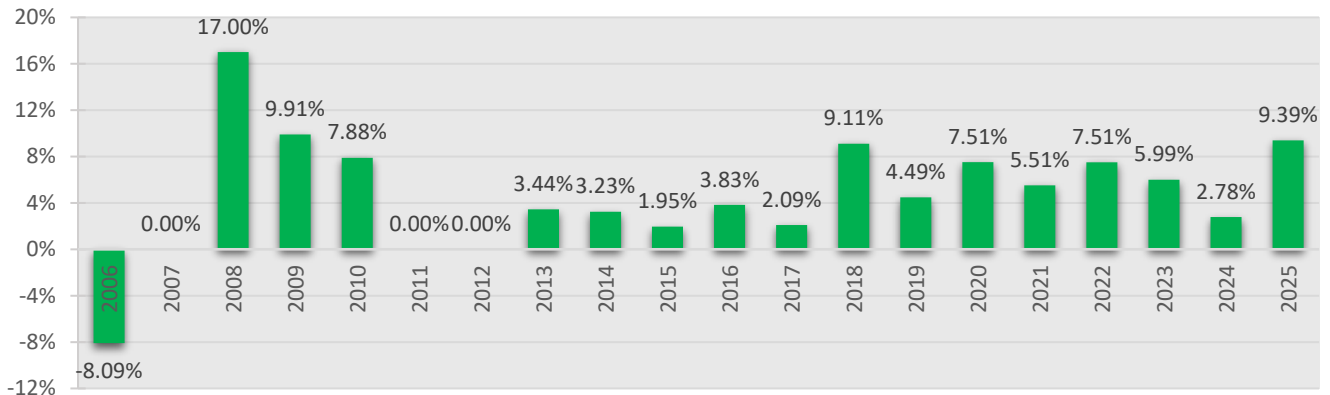
	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$6,648,860	\$6,950,548	4.5%
Combined	\$6,648,860	\$6,950,548	4.5%

Enterprise Fund Expenses *From Division of Local Services

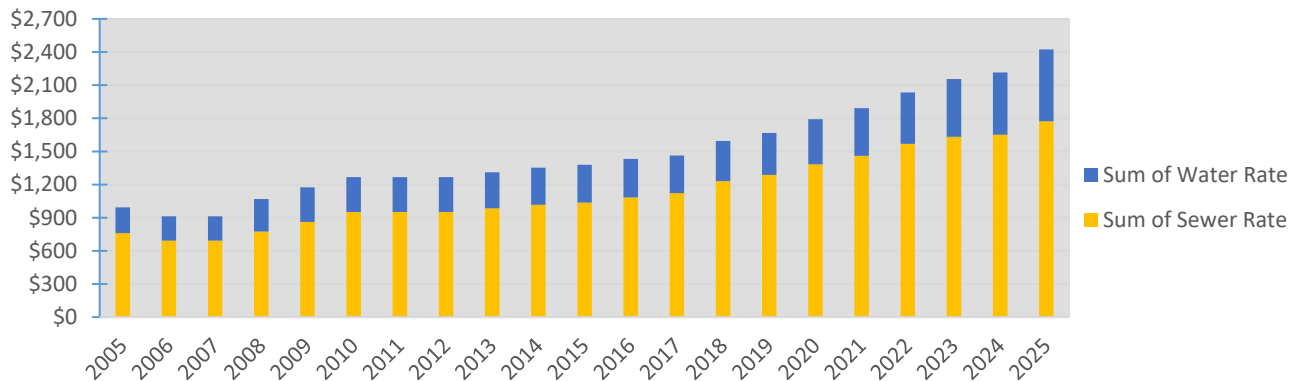
	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$15,896,499	\$15,942,229	0.29%

Assessment impact: MWRA assessments represent the largest yearly increase in Natick's water and sewer budgets.

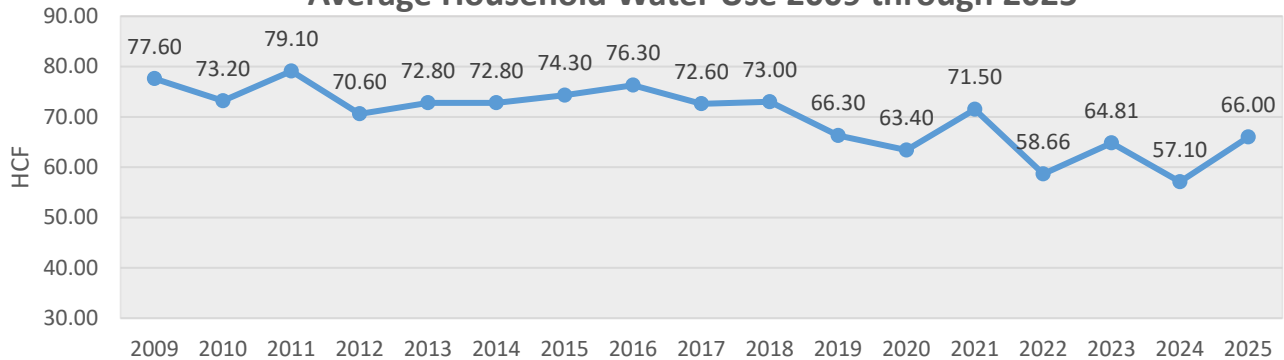
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025





Needham (S/partial W)

Residential Water Rates:

Last adjusted:	July 2025
Basic Service Fee:	\$16.00
0 – 6 HCF	\$ 3.47/HCF
6 – 27 HCF	\$ 3.72 "
27 – 42 HCF	\$ 5.44 "
>42 HCF	\$ 5.73 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Basic Service Fee:	\$13.00
0 – 6 HCF	\$ 11.13/HCF
6 – 27 HCF	\$ 12.29 "
27 – 42 HCF	\$ 13.25"
>42 HCF	\$ 14.45 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$525.04	4.49%
Sewer	\$1,510.48	5.81%
Combined	\$2,035.52	5.47%

Annual Cost Based on Local, State & Federal Data

(98.2 HCF – See Appendix C
for Data & Calc.)

Water	\$488.58
Sewer	\$1,231.04
Combined	\$1,719.62

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions.

Needham does not offer water bill discounts. FY25 water operating expenses were about 6.17 million dollars, with 12 percent of bills liened. Despite declining consumption, the water fund has not experienced revenue shortfalls. Unaccounted-for water was 17 percent. The town uses a unit method for multi-unit buildings to adjust tier thresholds, and residents may seek assistance through the Health and Human Services Department. Five-year water capital needs totaled 7.69 million dollars, with 6.9 million dollars planned for supply improvements, water main replacements, treatment plant upgrades, equipment purchases, and service connections.

FY25 sewer operating expenses were approximately 10.33 million dollars, also with 12 percent of bills liened. Revenue shortfalls have occurred due to reduced water usage. Sewer charges are based on 100 percent of primary meter use, while irrigation meter consumption is excluded. Multi-unit billing follows the same unit method as water. Five-year sewer capital needs were estimated at 26.66 million dollars, with 19.66 million dollars planned for the Cooks Bridge Pump Station replacement, sewer main upgrades, and inflow and infiltration reduction.

Stormwater capital needs were estimated at 92.64 million dollars, largely for NEPDES phosphorus removal. FY25 annual operations and maintenance costs were 849,751 dollars. Stormwater is funded through the General Fund, supplemented by a dedicated fee generating about 425,000 dollars annually.

Needham reported PFAS levels below the 20 parts per trillion standard and anticipated potential future costs if additional MWRA water or filtration is required. No action had been taken on PFAS settlements.

Under the Lead and Copper Rule, Needham identified 2 lead service lines, 65 GRR lines, and 27 unknowns and is actively replacing lead service lines.

Needham (S/partial W)



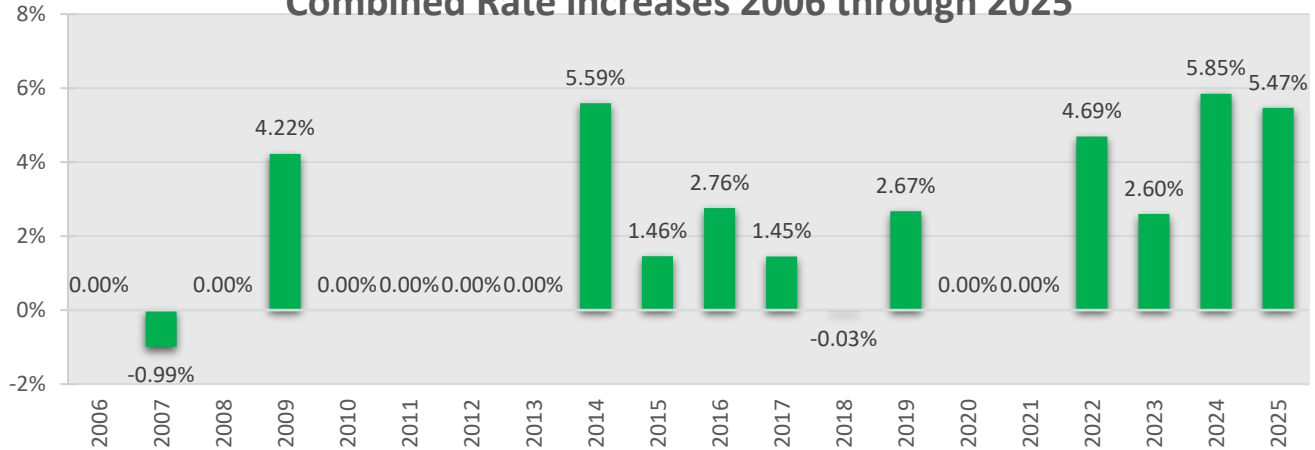
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$1,212,985	\$1,776,283	46.4%
Sewer	\$7,445,411	\$7,763,087	4.3%
Combined	\$8,658,396	\$9,539,370	10.2%

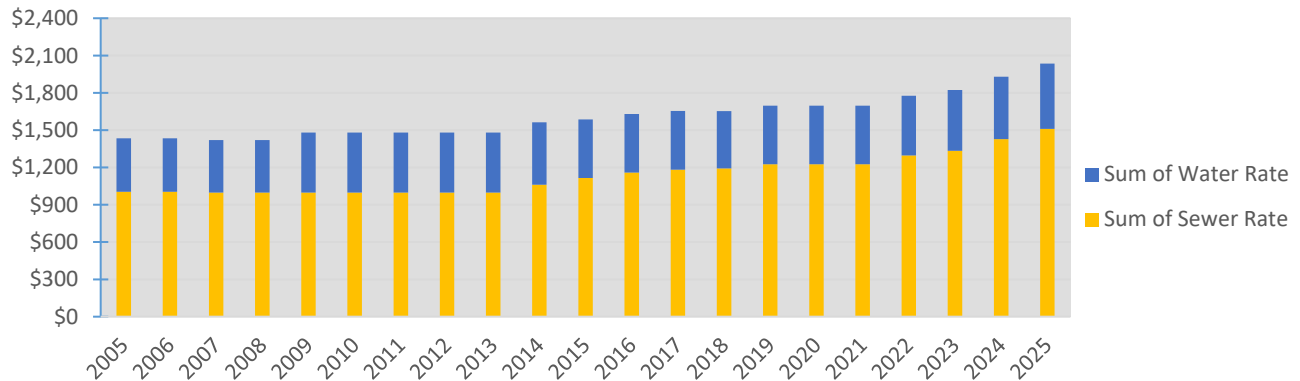
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$5,188,145	N/A	N/A
Sewer	\$9,232,725	N/A	N/A
Combined	\$14,420,870	N/A	N/A

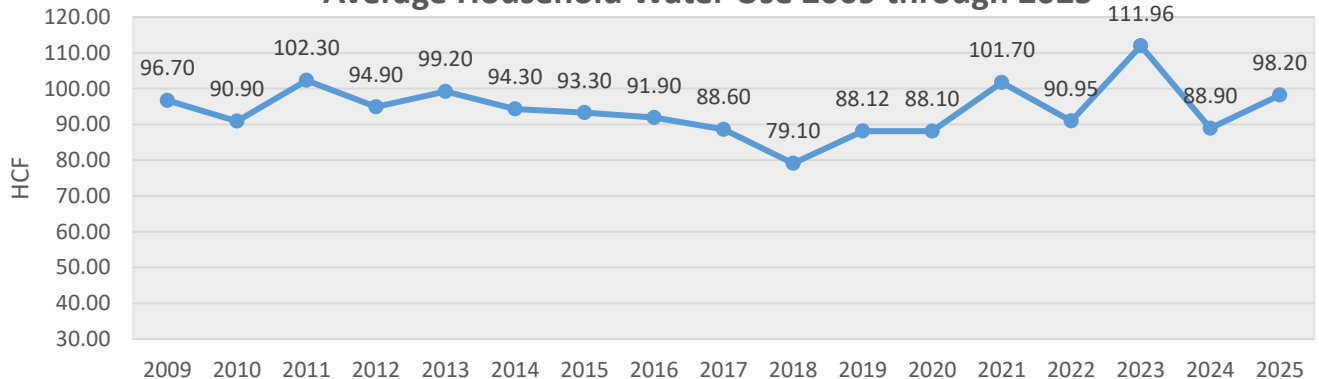
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Newton (W/S)



Residential Water Rates:

Last adjusted: July 2025

0 – 10 HCF	\$8.09/HCF
10 – 25 HCF	\$9.36 "
25 – 60 HCF	\$10.76 "
>60 HCF	\$13.42 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

0 – 10 HCF	\$12.59/HCF
10 – 25 HCF	\$14.73 "
25 – 60 HCF	\$15.82 "
>60 HCF	\$18.19 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Newton allows irrigation meters, which are billed on the same statement using a separate rate. Sewer abatements are available for non-sewered irrigation use, and about 20 percent of accounts have irrigation meters. Sub-metering is not required. All customers are billed quarterly, with no plans to move to monthly billing.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,100.40	3.64%
Sewer	\$1,703.80	3.73%
Combined	\$2,804.20	3.69%

Annual Cost Based on Local, State & Federal Data

(84.6 HCF – See Appendix C
for Data & Calc.)

Water	\$741.06
Sewer	\$1,160.56
Combined	\$1,901.61

Additional Information Provided by Community

Community Challenges

Managing rate increases across water, sewer, and stormwater systems is Newton's primary challenge, particularly as MWRA assessments continue to grow.

Ratepayer Engagement & Feedback

The City engages residents through public hearings and the Mayor's newsletters to explain rate changes, system investments, and the role of MWRA assessments. Ratepayer feedback most often reflects affordability concerns.

Regulatory/Emerging Issues

Newton reports no PFAS-related challenges. The City has identified water services requiring replacement under the Lead and Copper Rule and has contracted for those replacements, which are completed at the property owner's expense. No additional regulatory mandates were identified.

Workforce & Staffing

Hiring experienced workers remains difficult. Newton emphasizes promotions from within the divisions and provides additional training to support recruitment and retention.



Newton (W/S)

FY 2026 MWRA Assessments

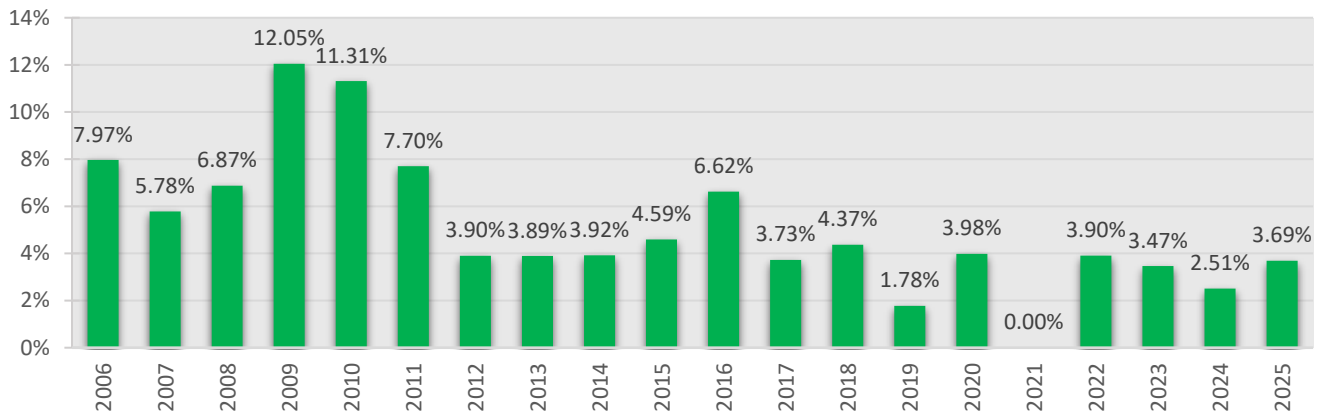
	FY25	FY26	Δ%
Water	\$15,254,114	\$15,601,358	2.3%
Sewer	\$24,471,190	\$25,494,669	4.2%
Combined	\$39,725,304	\$41,096,027	3.5%

Special Revenue Fund Expenses *From Division of Local Services

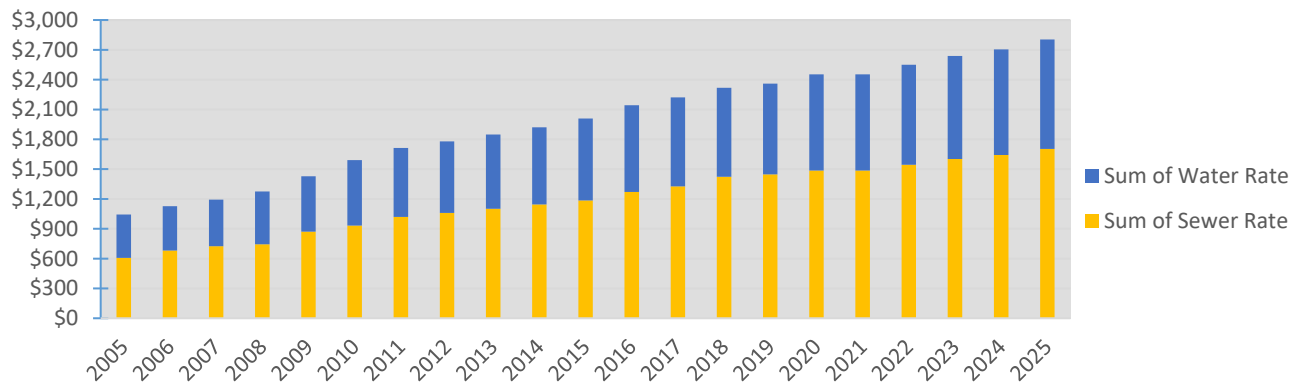
	FY24	FY25	Δ%
Water	\$23,279,387	\$25,516,669	9.61%
Sewer	\$29,916,762	\$31,964,990	6.85%
Combined	\$53,196,149	\$57,481,659	8.06%

Assessment impact: MWRA assessments have grown and made it difficult to maintain smaller annual rate increases.

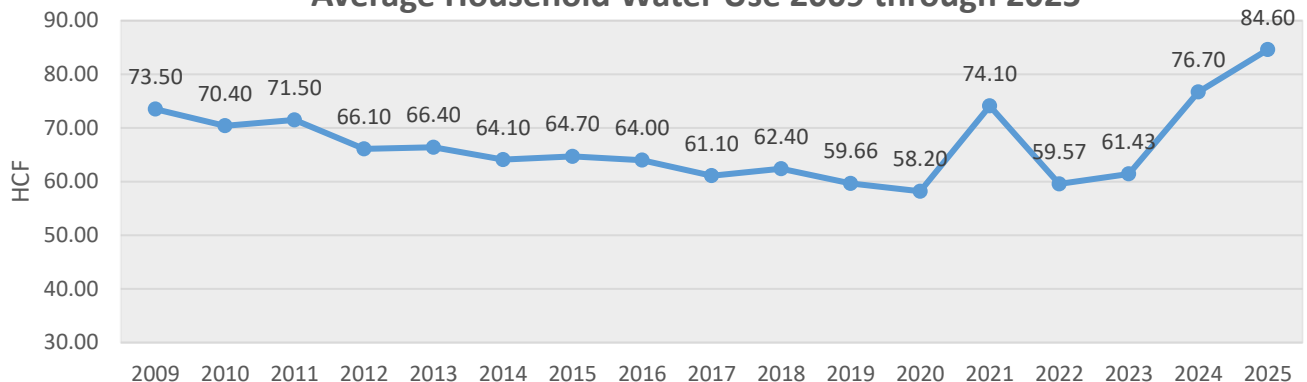
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Northborough (partial W)



Residential Water Rates:

Last adjusted: August 2025

Base charge	\$20.00/bill
0 – 20 HCF	\$ 5.906/HCF
20 – 60 HCF	\$ 7.079 "
>60 HCF	\$ 8.724 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: August 2024

0 – 20 HCF	\$ 13.002/HCF
20 – 60 HCF	\$ 13.504 "
>60 HCF	\$ 14.107 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Northborough allows irrigation meters. Customers may install a secondary Town meter for irrigation, which receives a separate bill with no sewer charges. For multi-unit housing, each townhouse requires its own service, while buildings with three or more units must have a municipal master meter; any sub-metering is handled by the owner. All customers are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$835.64	5.02%
Sewer	\$1,580.32	0.00%
Combined	\$2,415.96	1.68%

Annual Cost Based on Local, State & Federal Data

(55.8 HCF – See Appendix C
for Data & Calc.)

Water	\$409.55
Sewer	\$725.51
Combined	\$1,135.07

Additional Information Provided by Community

Community Challenges

Capital improvement needs and unfunded regulatory requirements are the Town's primary challenges.

Ratepayer Engagement & Feedback

The Town explains its role as a water retailer purchasing wholesale service from MWRA. Rates are structured to cover costs without over-collecting, which can be difficult to convey while encouraging reduced consumption. Residents most often ask why rates increase every year.

Regulatory/Emerging Issues

Northborough reports no PFAS concerns. The Town is fully compliant with the Lead and Copper Rule with support from an engineering consultant. The State's requirement for Water Management Act registrants to meet permittee conditions presents an emerging challenge.

Workforce & Staffing

No workforce or staffing issues were reported.



Northborough (partial W)

FY 2026 MWRA Assessments

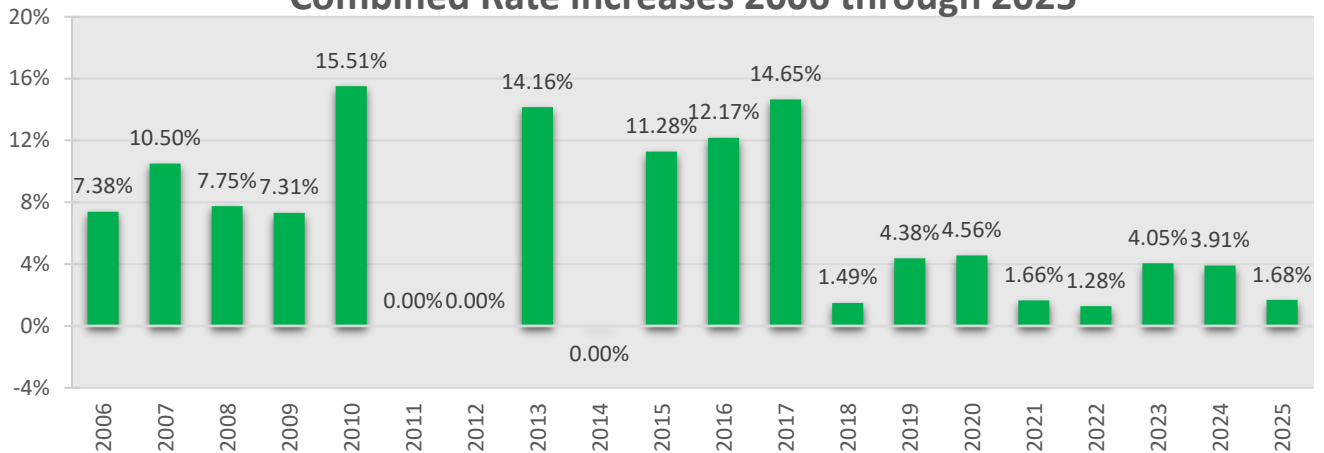
	FY25	FY26	Δ%
Water	\$1,550,117	\$1,607,902	3.7%
Sewer	-	-	-
Combined	\$1,550,117	\$1,607,902	3.7%

Enterprise Fund Expenses *From Division of Local Services

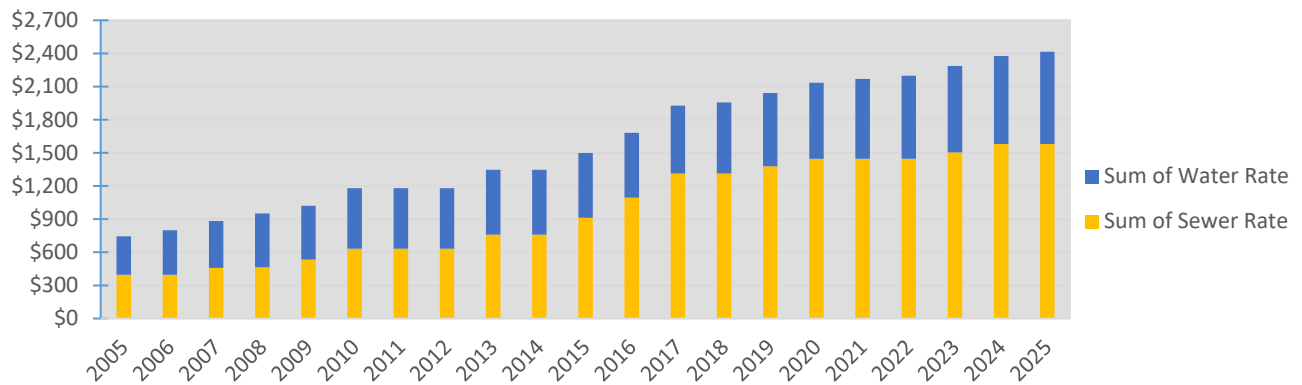
	FY24	FY25	Δ%
Water	\$2,609,215	\$2,818,738	8.03%
Sewer	\$9,568,772	\$2,728,332	-71.49%
Combined	\$12,177,987	\$5,547,070	-54.45%

Assessment impact: Water budget increases generally track MWRA assessment increases, with annual rate adjustments between 3 and 5 percent.

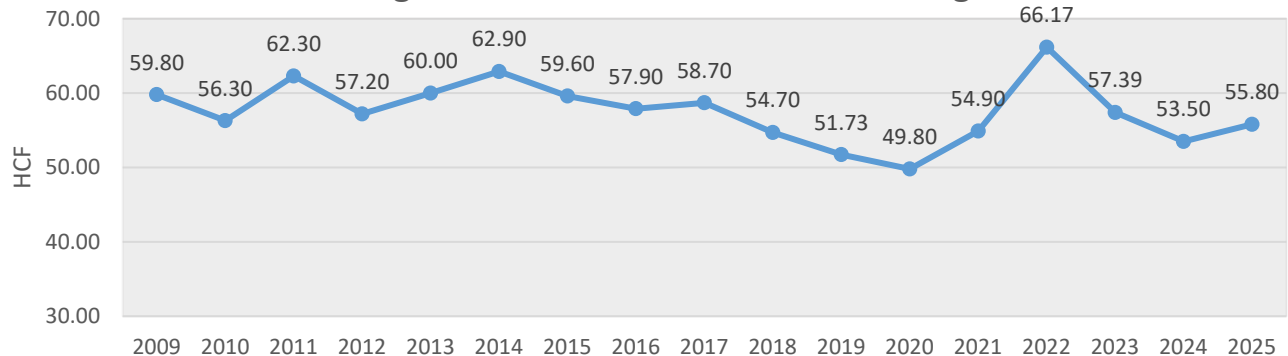
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Norwood (W/S)



Residential Water Rates:

Last adjusted: March 2025
Meter charge (5/8") \$6.87/month
0 – 5 HCF \$5.34/HCF
>5 HCF \$8.78 "

Billing Frequency: Monthly

Residential Sewer Rates:

Last adjusted: March 2025
0 – 3 HCF \$11.69/HCF
>3 HCF \$22.56 "

Based on 60% of water usage.

Billing Frequency: Monthly

Billing Practices: Norwood allows irrigation meters, which are exempt from sewer charges. Regular accounts are billed sewer at 60 percent of water use, while irrigation on a dedicated meter is billed at zero sewer. Sub-metering is not allowed. All customers, including commercial accounts, are billed monthly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$929.64	4.52%
Sewer	\$1,233.00	5.00%
Combined	\$2,162.64	4.79%

Annual Cost Based on Local, State & Federal Data

(54.7 HCF – See Appendix C
for Data & Calc.)

Water	\$374.54
Sewer	\$383.67
Combined	\$758.20

Additional Information Provided by Community

Community Challenges

Financial and operational challenges were identified, with affordability remaining a consistent concern.

Ratepayer Engagement & Feedback

The Town communicates through mailers, dashboards, and social media. Ratepayer feedback focuses primarily on affordability.

Regulatory/Emerging Issues

[no answer]

Workforce & Staffing

[no answer]



Norwood (W/S)

FY 2026 MWRA Assessments

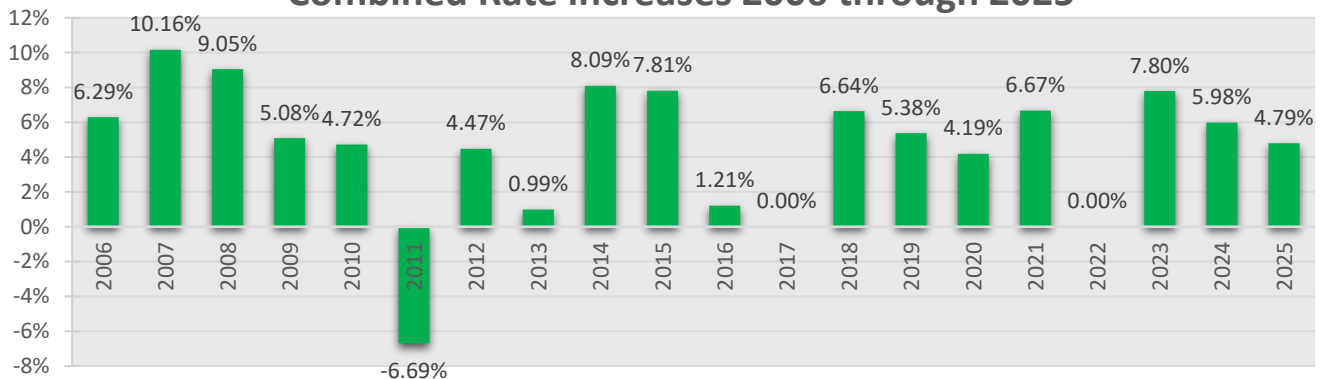
	FY25	FY26	Δ%
Water	\$4,735,735	\$4,842,022	2.2%
Sewer	\$9,377,625	\$9,595,999	2.3%
Combined	\$14,113,360	\$14,438,021	2.3%

Enterprise Fund Expenses *From Division of Local Services

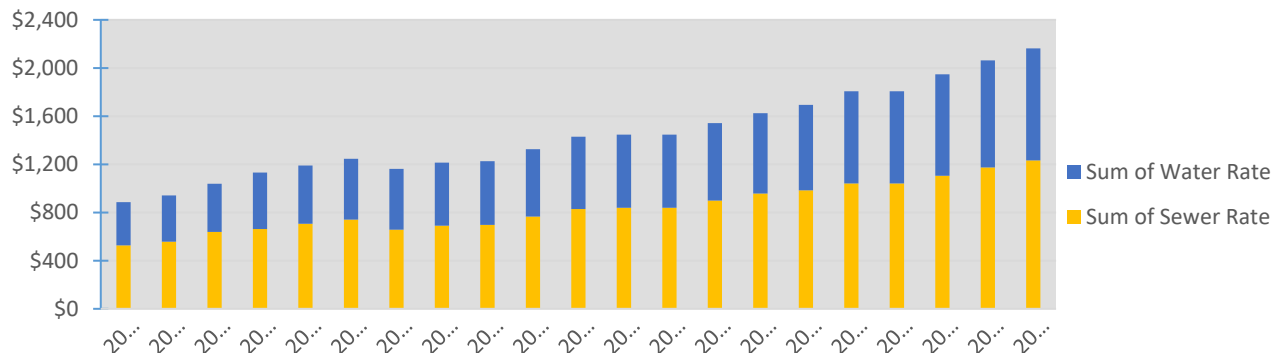
	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$18,980,637	\$22,078,987	16.32%

Assessment impact: The MWRA assessment share of the budget has decreased since 2022 due to major borrowing for water main replacement, increasing the local portion of costs. Modest MWRA assessment increases have supported rate setting, though MWRA remains the single largest component of the budget. Even a small assessment increase would complicate planning.

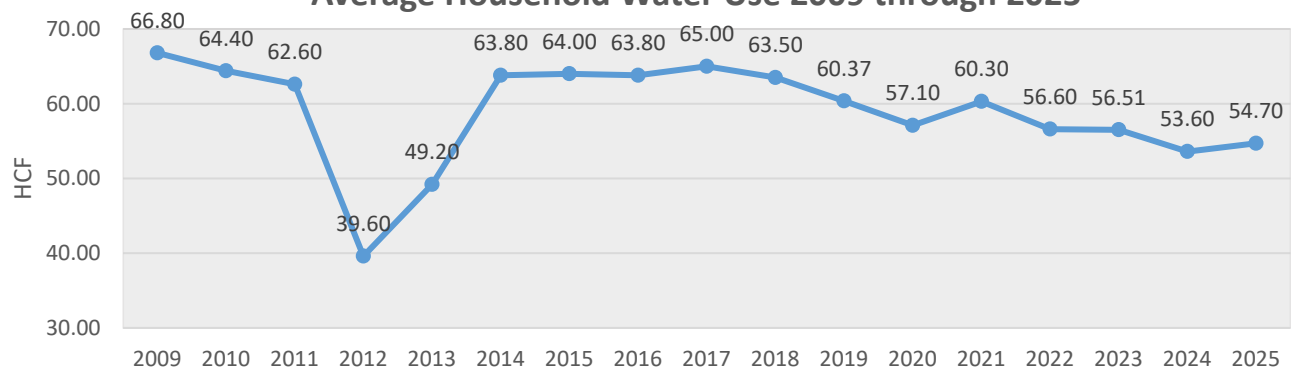
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Peabody (partial W)



Residential Water Rates:

Last adjusted: July 2023
Fund: General

0 – 15 HCF	\$3.97/HCF
15 – 25 HCF	\$4.56 "
25 – 30 HCF	\$5.17 "
>30 HCF	\$5.45 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2023
Fund: General

0 – 15 HCF	\$5.73/HCF
15 – 25 HCF	\$6.64 "
25 – 30 HCF	\$7.45 "
>30 HCF	\$8.00 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$524.00	0.00%
Sewer	\$758.40	0.00%
Combined	\$1,282.40	0.00%

Annual Cost Based on Local, State & Federal Data

(70.3 HCF – See Appendix C

for Data & Calc.)

Water	\$285.17
Sewer	\$412.19
Combined	\$697.36

- ♦ Peabody receives wholesale wastewater service from the South Essex Sewerage District.

Commercial Water Rates**:

0-15 HCF	\$4.99/HCF
>16-150 HCF	\$ 5.68 "
>150 HCF	\$ 6.72 "

Commercial Sewer Rates**:

0-15 HCF	\$6.94/HCF
>16-30 HCF	\$7.99 "
>30 HCF	\$9.09 "

Additional Data by Community

Does this Community Use Second Meters?	Yes	Does this Community Offer Senior and/or Low Income Discounts?	No
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Stormwater

Current Funding Source of
Stormwater-Related Costs:

Water/Sewer Rates

**based on prior year survey data, may not be current

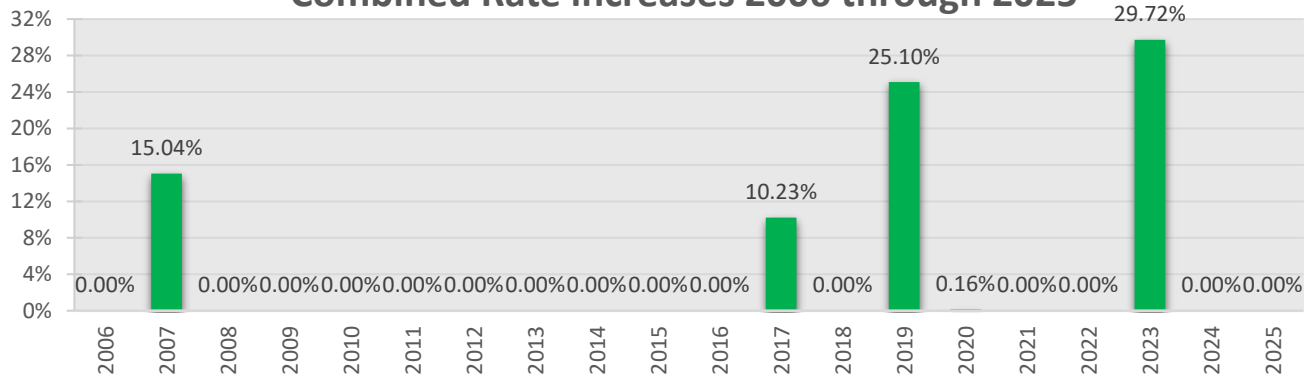


Peabody (partial W)

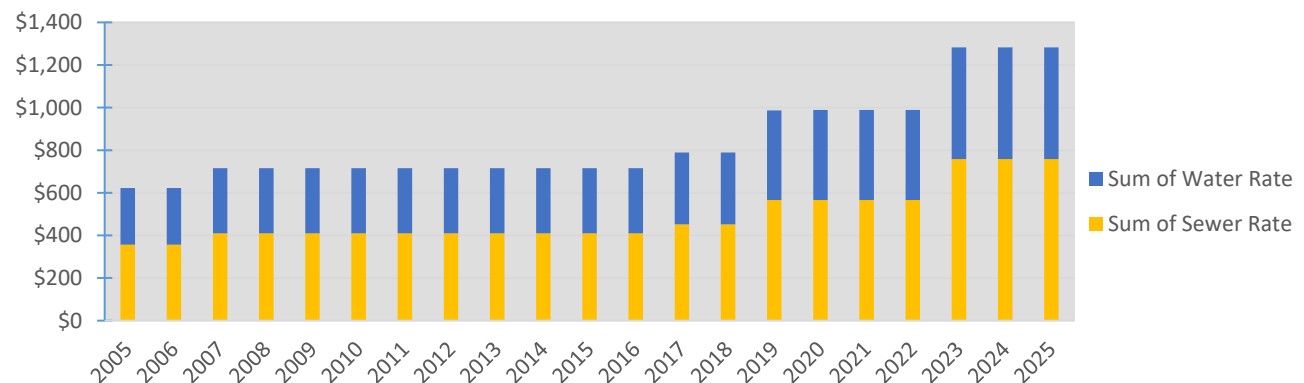
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$2,323,753	\$1,948,049	-16.2%
Sewer	-	-	-
Combined	\$2,323,753	\$1,948,049	-16.2%

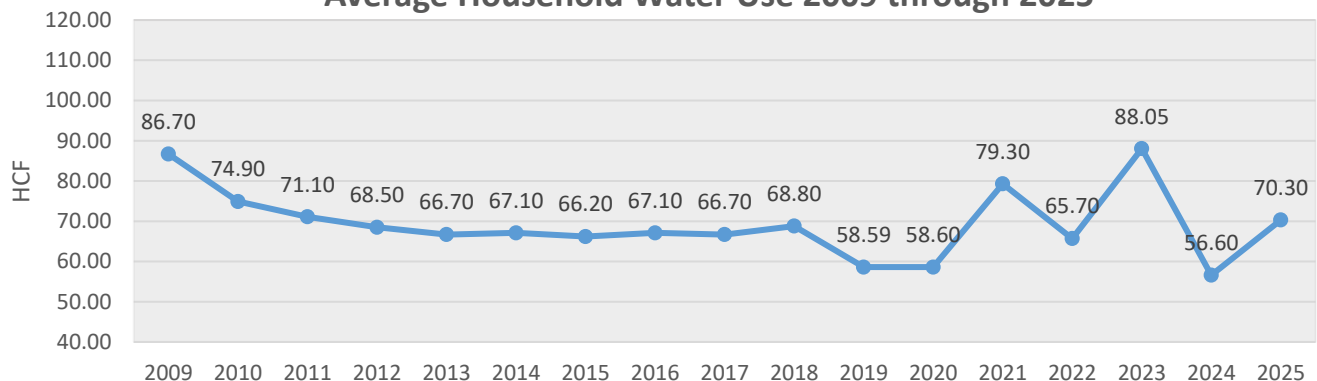
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Quincy (W/S)



Residential Water Rates:

Last adjusted: July 2025

All units \$9.17/HCF

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

All units \$17.51/HCF

Based on 70% of water usage.

Billing Frequency: Quarterly

Billing Practices: Quincy allows lawn service meters, which are billed separately and do not incur sewer charges. Sub-metering is permitted in multi-family buildings but must be managed by the property owner or property management.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,100.40	6.01%
Sewer	\$1,470.84	3.00%
Combined	\$2,571.24	4.27%

Annual Cost Based on Local, State & Federal Data

(36.9 HCF – See Appendix C

for Data & Calc.)

Water	\$338.37
Sewer	\$452.28
Combined	\$790.66

Additional Information Provided by Community

Community Challenges

Affordability is the biggest challenge reported by Quincy. Residents continue to express frustration with consecutive rate increases affecting both water and sewer costs.

Ratepayer Engagement & Feedback

The City communicates rate changes through two consecutive newspaper notices and posts updates on the City website. Ratepayers most frequently raise concerns about affordability.

Regulatory/Emerging Issues

Quincy reports no PFAS-related challenges. The City operates a Lead Service Line Replacement Program that replaces confirmed lead services at no cost to property owners; however, only about half of property owners respond to verification letters. Quincy does not anticipate any new regulatory mandates.

Workforce & Staffing

The Water and Sewer Departments report challenges with employee retention and maintaining competitive hourly wages. The City encourages employees to pursue additional certifications to qualify for job upgrades.



Quincy (W/S)

FY 2026 MWRA Assessments

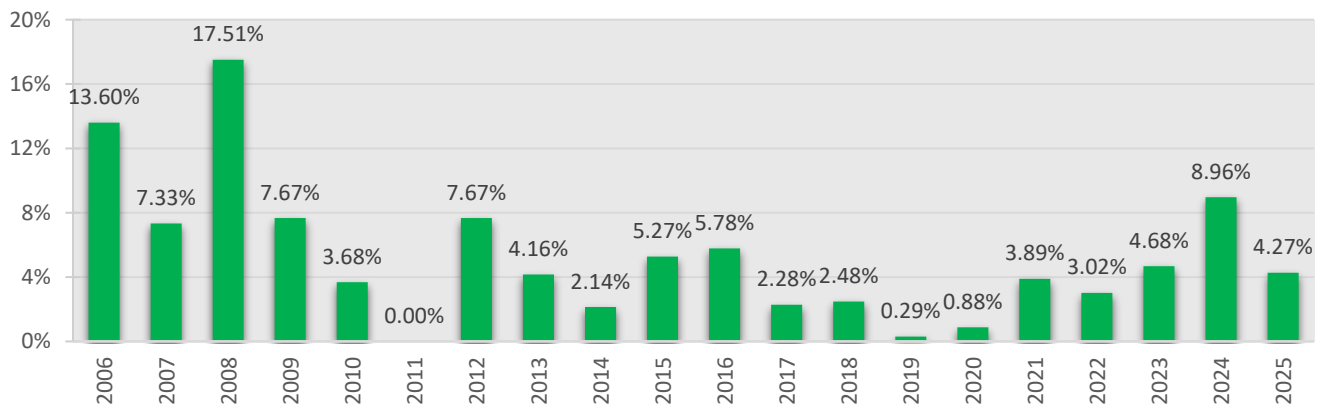
	FY25	FY26	Δ%
Water	\$14,668,740	\$15,546,511	6.0%
Sewer	\$23,271,259	\$23,477,168	0.9%
Combined	\$37,939,999	\$39,023,679	2.9%

Enterprise Fund Expenses *From Division of Local Services

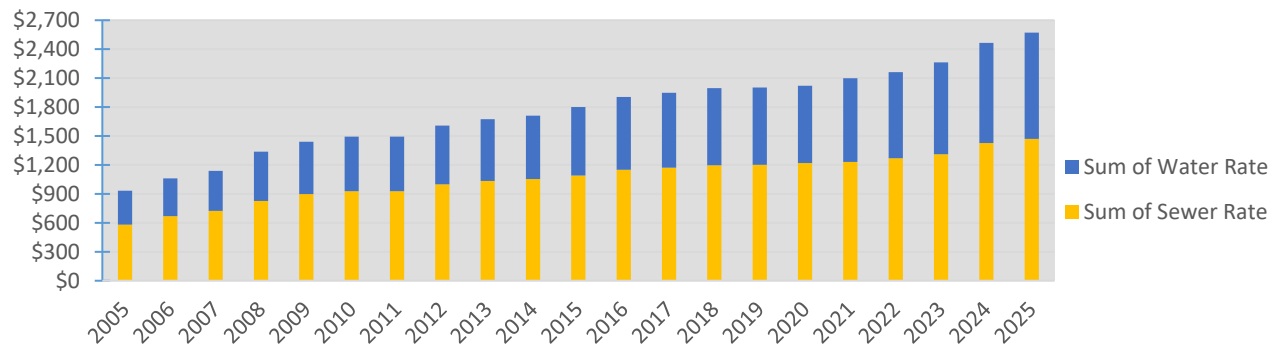
	FY24	FY25	Δ%
Water	\$23,258,328	N/A	N/A
Sewer	\$28,551,086	N/A	N/A
Combined	\$51,809,414	N/A	N/A

Assessment impact: MWRA's FY26 water assessment increased by 6%, raising Quincy's water revenue requirement by \$877,000, while sewer revenue requirements increased by \$958,000 due to debt service, contributing to FY26 tax rate increases.

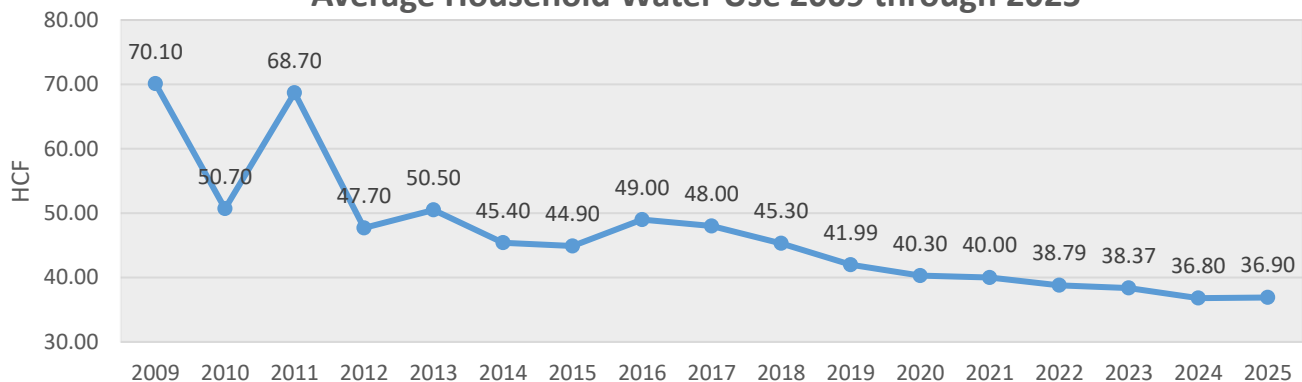
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Randolph (S)



Residential Water Rates:

Last adjusted:	July 2025
Base charge:	\$25.00
0 – 25 HCF	\$ 4.91/HCF
>25 HCF	\$ 6.23 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Base charge:	\$12.50
0 – 25 HCF	\$ 8.21/HCF
>25 HCF	\$ 14.10 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$715.60	1.76%
Sewer	\$1,153.00	1.91%
Combined	\$1,868.60	1.85%

Annual Cost Based on Local, State & Federal Data

(66.2 HCF – See Appendix C
for Data & Calc.)

Water	\$425.04
Sewer	\$593.50
Combined	\$1,018.54

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions.

Randolph operates its water and sewer systems as enterprise funds and provides senior discounts on the quarterly base rate. FY25 water operating expenses were approximately 6 million dollars, with 10 percent of bills lien. The town reported no revenue shortfalls, and unaccounted-for water was 5.6 percent. A two-tier rate structure is used, with higher consumption triggering a higher rate. Water and sewer rates are approved by the Town Council during public meetings where affordability concerns are discussed.

FY25 sewer operating expenses were approximately 9 million dollars, also with 10 percent of bills lien. Sewer charges are based on 100 percent of water usage. Irrigation meters are allowed only for licensed private wells, and the sewer rate structure mirrors the two-tier water structure. Sewer rates are approved in public sessions that include affordability review.

Randolph did not provide stormwater information, including capital needs, operations or maintenance costs, or funding mechanisms.

Under the Lead and Copper Rule, Randolph identified 1 lead service line and 16 galvanized requiring replacement lines.

Randolph (S)

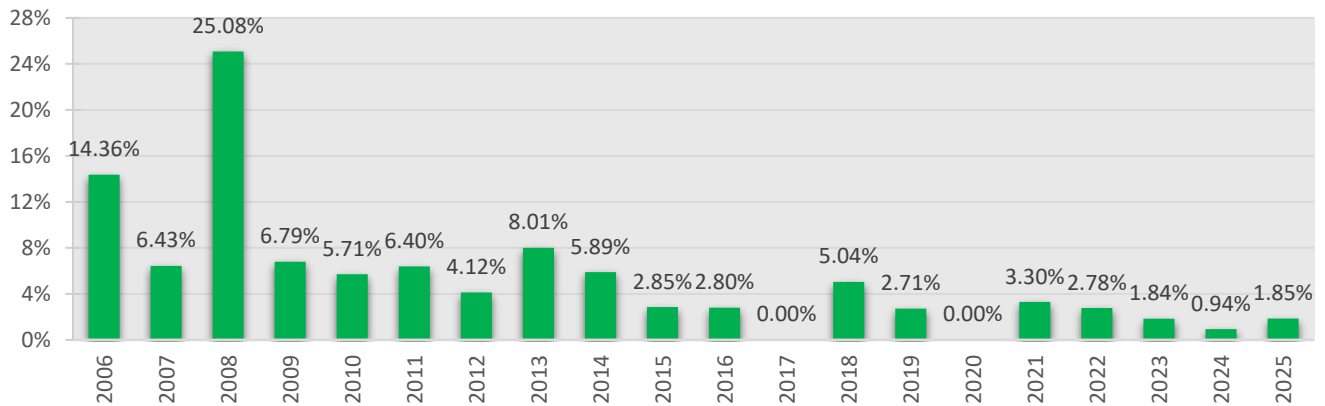
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$7,343,719	\$7,609,601	3.6%
Combined	\$7,343,719	\$7,609,601	3.6%

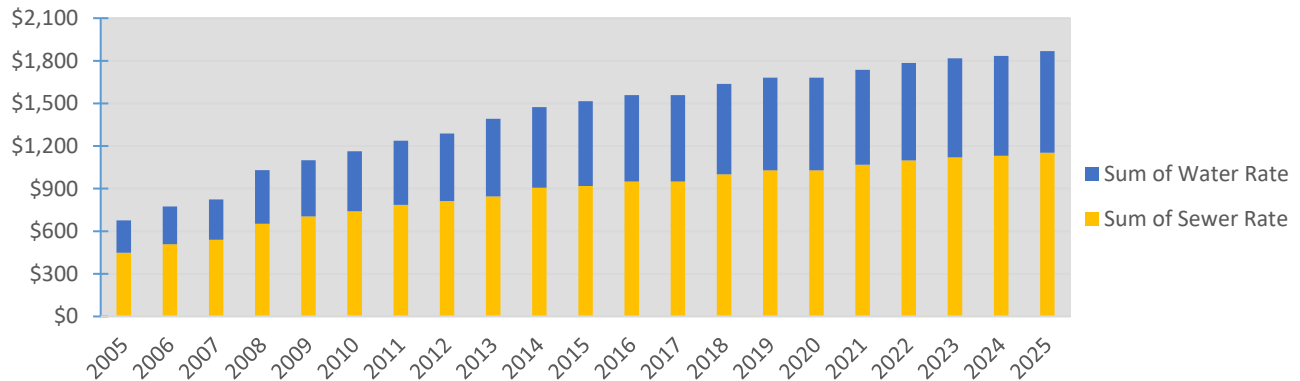
Special Revenue Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	N/A	N/A	N/A

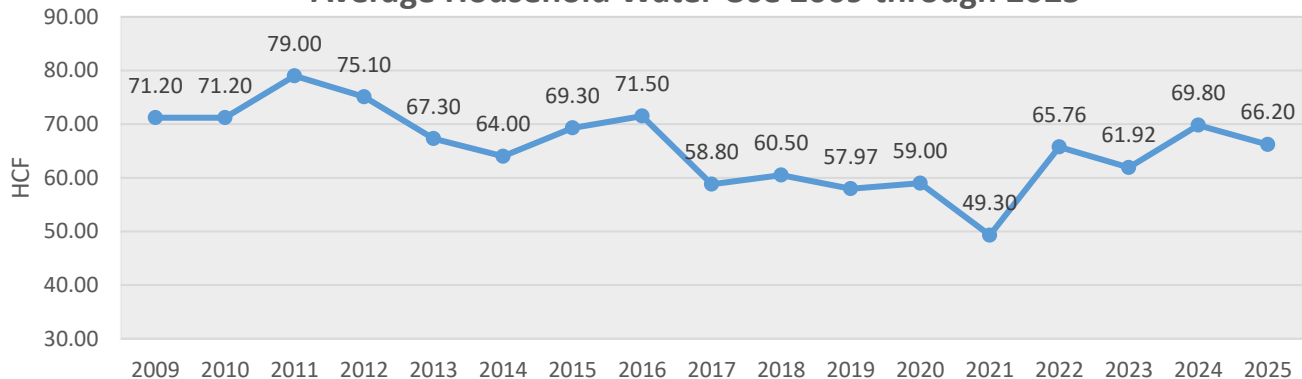
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Reading (W/S)



Residential Water Rates:

Last adjusted:	December 2024
0 – 10 HCF	\$11.15/HCF
11 – 25 HCF	\$12.14 "
26 – 40 HCF	\$12.45 "
>41 HCF	\$12.97 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	December 2024
0 – 10 HCF	\$10.51/HCF
11 – 25 HCF	\$11.48 "
26 – 40 HCF	\$11.85 "
>41	\$12.36 "
Billing Frequency:	Quarterly

Billing Practices: Reading allows irrigation (second) meters, reinstated by the Select Board in February 2025. Irrigation meters are billed quarterly and charged for water only, while sewer charges apply to usage on the primary meter. Sub-metering is also allowed, but property owners manage allocation since Reading DPW bills only from the master meter.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,423.40	3.75%
Sewer	\$1,332.80	-1.00%
Combined	\$2,756.20	-0.48%

Annual Cost Based on Local, State & Federal Data

(63.0 HCF – See Appendix C
for Data & Calc.)

Water	\$725.22
Sewer	\$677.51
Combined	\$1,402.73

Additional Information Provided by Community

Community Challenges

Reading's main challenge is keeping rate increases as small as possible while funding capital needs on very old infrastructure, including mains dating back to the 1890s, and continuing to pay off borrowing from its MWRA system buy-in. This contributes to Reading having some of the highest water and sewer rates in the Commonwealth.

Ratepayer Engagement & Feedback

Each spring, the Select Board reviews water and sewer budgets in a televised public meeting where residents may comment. Feedback focuses on affordability, reflecting Reading's comparatively high rates.

Regulatory/Emerging Issues

Reading reports no PFAS concerns because MWRA supplies all drinking water. The Town has an active lead service line replacement program, with 209 lines replaced since 2022 and about 250 remaining. Annual requests for Town Meeting funding can be challenging as officials work to limit rate impacts. No new regulatory mandates are anticipated.

Workforce & Staffing

A senior water and sewer employee will retire soon, which will create a gap in institutional knowledge but allow for internal advancement. Reading continues to face retention challenges, as municipal wages do not always compete with private utilities. The Town pays for required licenses, offers in-house CDL training, and provides regular safety and technical training.



Reading (W/S)

FY 2026 MWRA Assessments

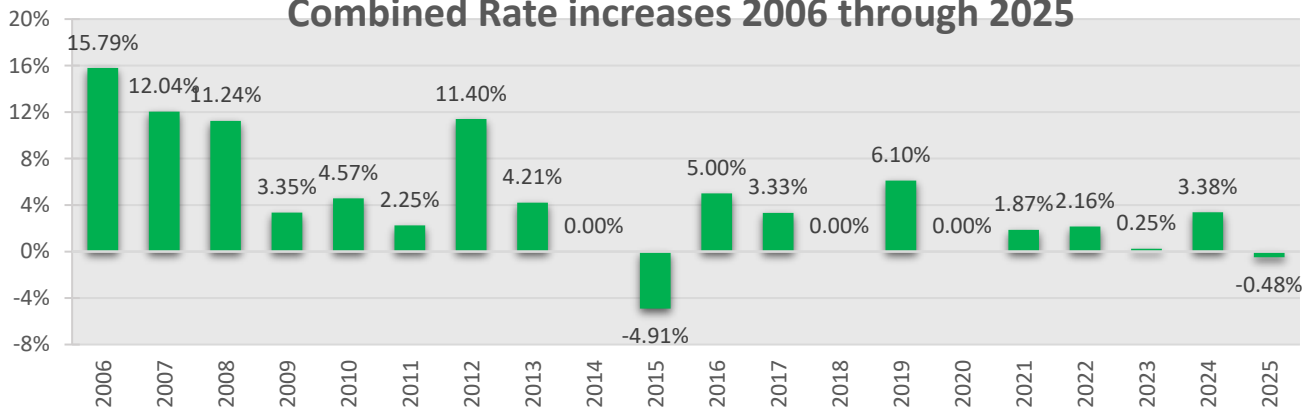
	FY25	FY26	Δ%
Water	\$2,854,927	\$3,089,421	8.2%
Sewer	\$5,198,653	\$5,075,578	-2.4%
Combined	\$8,053,580	\$8,164,999	1.4%

Enterprise Fund Expenses *From Division of Local Services

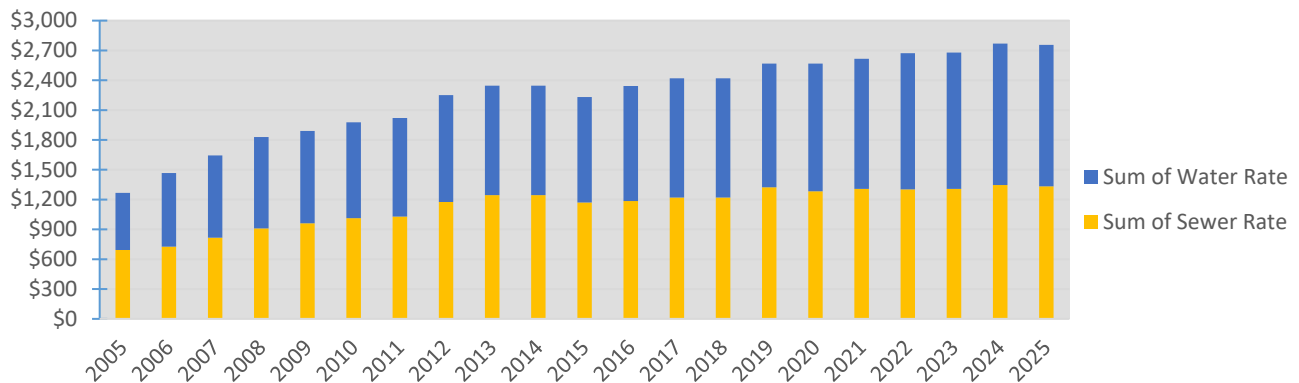
	FY24	FY25	Δ%
Water	\$8,107,840	N/A	N/A
Sewer	\$7,124,349	N/A	N/A
Combined	\$15,232,189	N/A	N/A

Assessment impact: Reading assumes a 3 percent annual increase for both water and sewer because budgets are set before MWRA votes its final assessments.

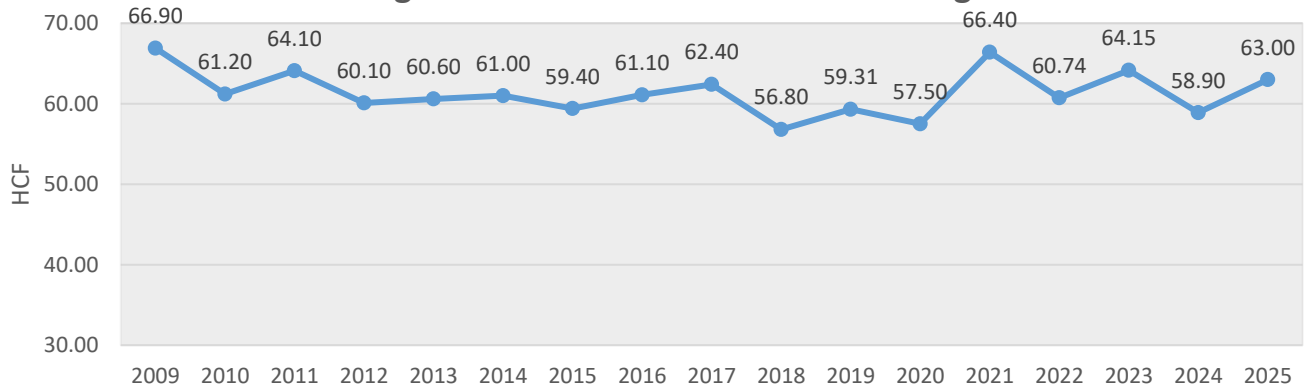
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Revere (W/S)



Residential Water Rates:

Last adjusted: July 2025

All units \$ 5.05/HCF

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

All units \$ 15.23/HCF

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Revere allows separate irrigation meters, which are billed twice a year in October and June. Sub-metering is also allowed. Residential customers are billed quarterly, while commercial accounts are billed monthly. The City has discussed moving all customers to monthly billing, but no timeline has been set.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$606.00	9.78%
Sewer	\$1,827.60	9.73%
Combined	\$2,433.60	9.74%

Annual Cost Based on Local, State & Federal Data

(43.4 HCF – See Appendix C
for Data & Calc.)

Water	\$219.17
Sewer	\$660.98
Combined	\$880.15

Additional Information Provided by Community

Community Challenges

Revere faces significant pressure balancing water, sewer, and drainage needs. The City is under a Consent Decree requiring major sewer investments, even though the system is already fully lined. Upcoming conveyance projects are costly, with the first estimated at \$12 million. The water distribution system is aging, and the City would prefer to shift resources toward water and drainage when possible.

Ratepayer Engagement & Feedback

Engagement occurs primarily through City Council meetings, though staff note improvement is needed. Residents express broad concerns related to water, sewer, and drainage issues.

Regulatory/Emerging Issues

The budget impact of emerging regulations remains unclear. Revere exceeded the lead action level in fall 2023, prompting intensive sampling and service removal efforts. The City has since exceeded its lead replacement benchmarks and aims to be lead-free within three to four years. Verifying unknowns and communicating with residents without causing alarm remain challenges. The City is unsure about additional mandates.

Workforce & Staffing

(Information not provided in the questionnaire.)



Revere (W/S)

FY 2026 MWRA Assessments

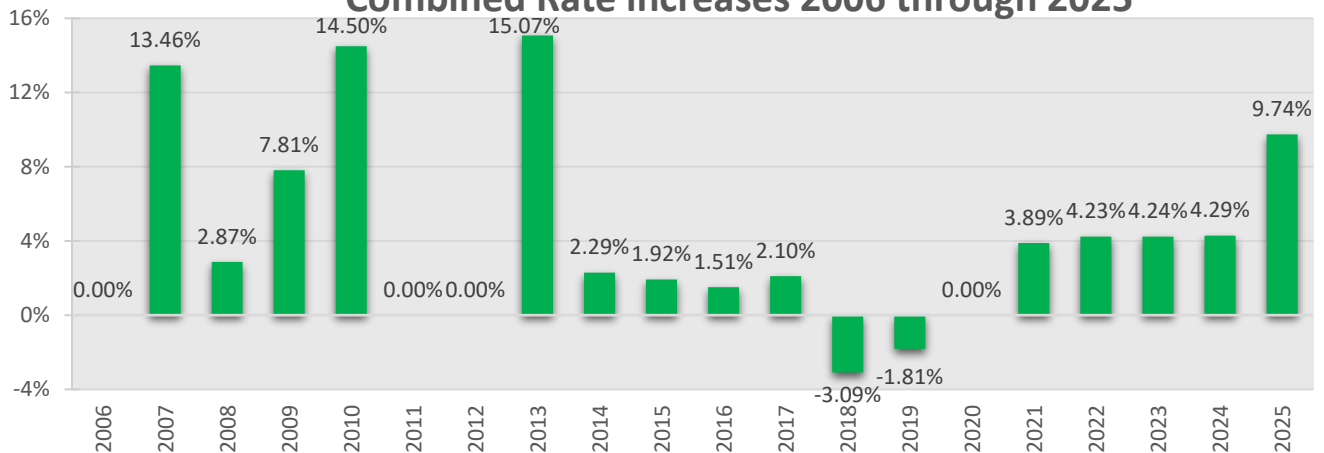
	FY25	FY26	Δ%
Water	\$6,555,178	\$6,847,418	4.5%
Sewer	\$12,651,589	\$12,903,732	2.0%
Combined	\$19,206,767	\$19,751,150	2.8%

Enterprise Fund Expenses *From Division of Local Services

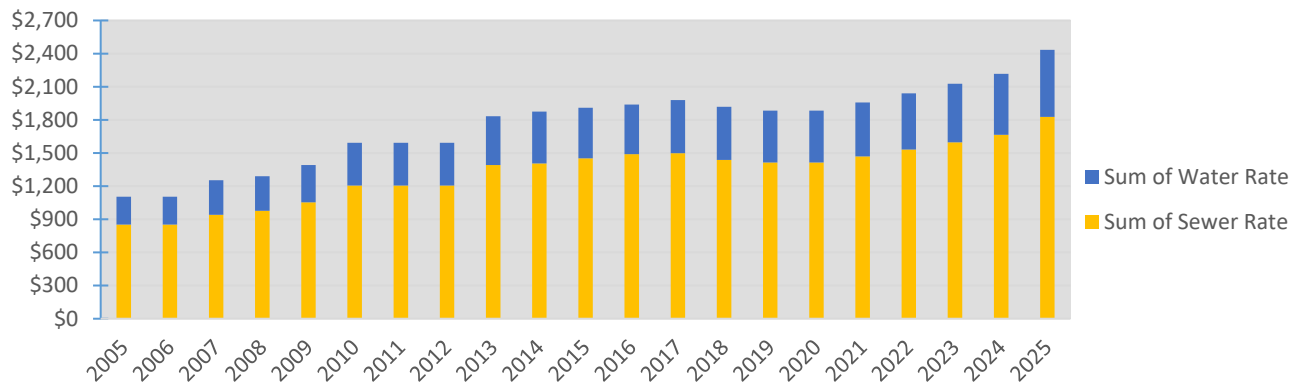
	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$31,399,787	N/A	N/A

Assessment impact: Rate increases attributed to higher MWRA assessments.

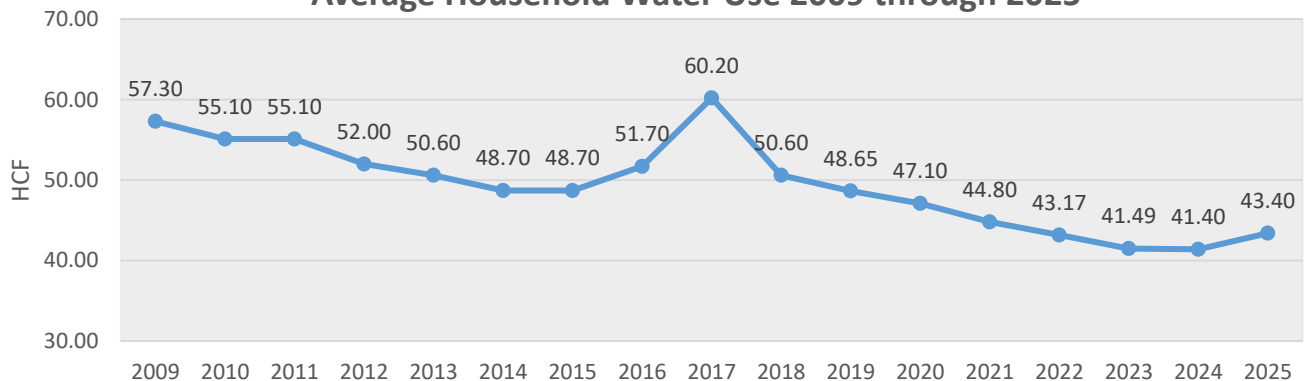
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Saugus (W)



Residential Water Rates:

Last adjusted: July 2025

Minimum Charge (20 HCF)	\$118.71
20 – 30 HCF	\$6.33/HCF
30 – 60 HCF	\$8.48 "
60 – 100 HCF	\$10.60 "
100 – 200 HCF	\$11.81 "
200 – 500 HCF	\$13.25 "
500 – 1,000 HCF	\$14.25 "
>1,000 HCF	\$14.66 "

Billing Frequency: Semi-Annually

Residential Sewer Rates:

Last adjusted: July 2025

Minimum Charge (20 HCF)	\$110.23
20 – 30 HCF	\$4.04/HCF
30 – 60 HCF	\$5.51 "
60 – 100 HCF	\$7.72 "
100 – 200 HCF	\$9.54 "
200 – 500 HCF	\$11.39 "
500 – 1,000 HCF	\$12.66 "
>1,000 HCF	\$13.22 "

Based on 100% of water usage.

Billing Frequency: Semi-Annually

Billing Practices: Saugus allows secondary irrigation meters that are billed separately for water only, with no sewer charges. These meters represent approximately 2 to 3 percent of all accounts. Sub-metering is not required, and the Town bills only main meters, though separate meters may exist for some condominium units. Water and sewer are billed semi-annually, based on February and August readings. With SMART meter installation underway, the Town may transition to quarterly billing. Commercial customers follow the same cycle.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$873.40	6.07%
Sewer	\$631.80	4.95%
Combined	\$1,505.20	5.60%

Annual Cost Based on Local, State & Federal Data

(72.8 HCF – See Appendix C

for Data & Calc.)

Water	\$473.14
Sewer	\$371.73
Combined	\$844.87

Additional Information Provided by Community

Community Challenges

Rising MWRA assessments and debt service associated with water infrastructure projects are the primary cost pressures affecting local rates.

Ratepayer Engagement & Feedback

Saugus engages residents through public finance meetings and annual rate discussions supported by a consultant. These forums are used to explain infrastructure needs, MWRA flow-share dynamics, and regional cost drivers. Ratepayer feedback most often reflects affordability concerns.

Regulatory/Emerging Issues

Saugus has completed Lead and Copper Rule requirements to date, at significant cost, despite identifying little to no lead on the public side. PFAS-related issues are addressed at the MWRA level as the wholesale supplier. Ongoing capital work includes a systemwide meter replacement, booster station upgrades, and continued water main improvements.

Workforce & Staffing

The Town reports difficulty attracting skilled staff across administrative and operational roles and relies heavily on internal training to maintain capacity.



Saugus (W)

FY 2026 MWRA Assessments

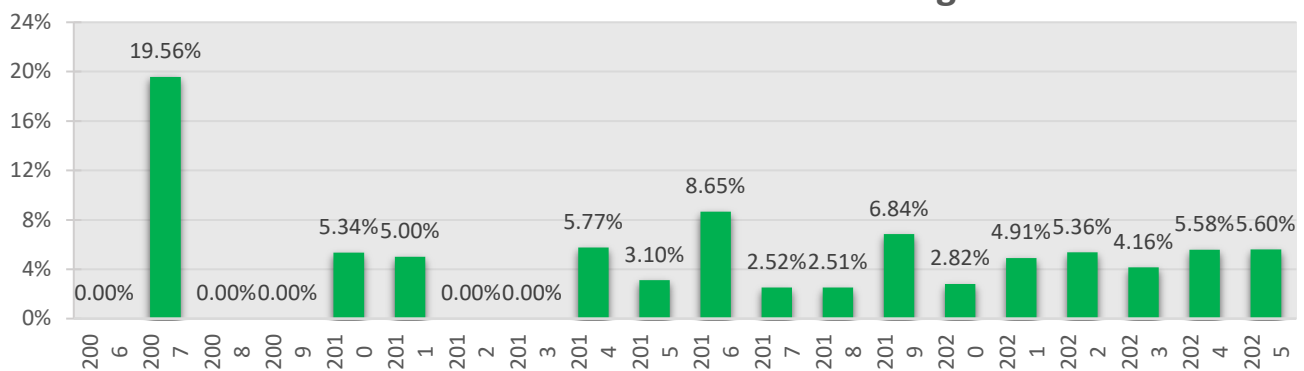
	FY25	FY26	Δ%
Water	\$5,363,922	\$5,357,267	-0.1%
Sewer	-	-	-
Combined	\$5,363,922	\$5,357,267	-0.1%

Enterprise Fund Expenses *From Division of Local Services

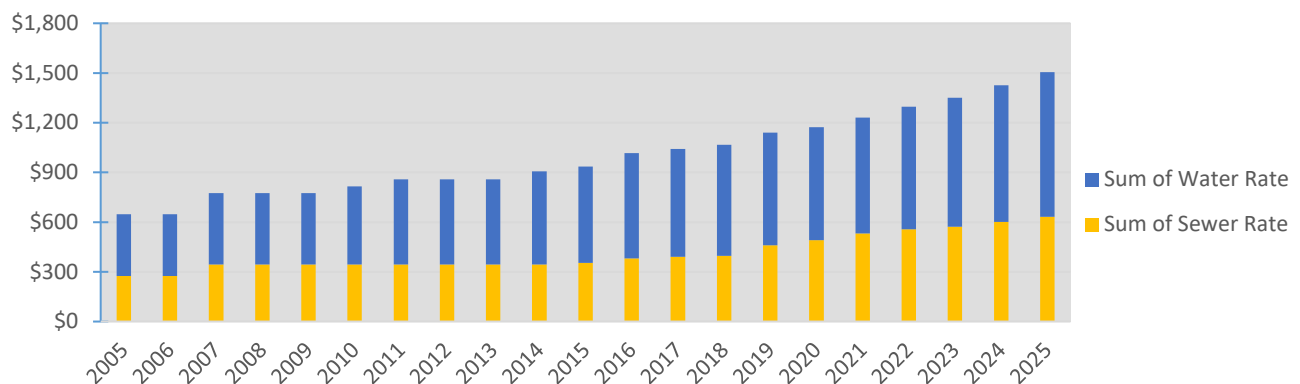
	FY24	FY25	Δ%
Water	\$7,574,412	\$7,855,708	3.71%
Sewer	\$4,972,275	\$4,867,812	-2.10%
Combined	\$12,546,687	\$12,723,520	1.41%

Assessment impact: MWRA assessments and water-related debt service are the largest cost drivers, with local rates increasing at similar percentages to cover these expenses.

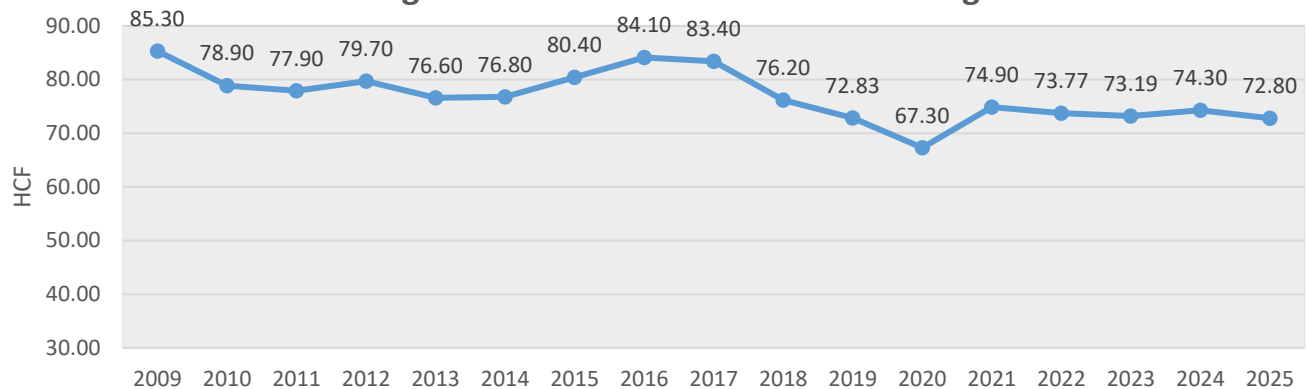
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Somerville (W/S)



Residential Water Rates:

Last adjusted: July 2025

0 – 12 HCF	\$7.30/HCF
13 – 24 HCF	\$9.13 "
>24 HCF	\$10.95"

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

0 – 12 HCF	\$12.51/HCF
13 – 24 HCF	\$15.63 "
>24 HCF	\$18.76 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Somerville does not allow irrigation meters. Sub-metering is allowed but not required; property owners may install submeters, and these accounts are billed like any other metered account. The City moved all customers to quarterly billing this fiscal year, aligning residential, commercial, and nonprofit accounts under a single billing frequency. There are no immediate plans to increase billing frequency further.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,117.08	8.02%
Sewer	\$1,913.52	4.04%
Combined	\$3,030.60	5.47%

Annual Cost Based on Local, State & Federal Data

(48.0 HCF – See Appendix C
for Data & Calc.)

Water	\$372.36
Sewer	\$637.92
Combined	\$1,010.28

Additional Information Provided by Community

Community Challenges

Somerville faces the challenge of funding repairs and replacements for aging and failing infrastructure while keeping water and sewer bills affordable. Water main breaks and neighborhood flooding often prompt calls for system investment, while rate increases needed to fund those improvements generate strong community concern.

Ratepayer Engagement & Feedback

The City communicates through bill inserts, public hearings, and annual budget and rate presentations that explain enterprise fund spending and the role of MWRA assessments. Ratepayer feedback has been largely negative regarding recent rate increases and the shift from tri-annual to quarterly billing. Affordability remains the dominant concern.

Regulatory/Emerging Issues

Somerville has completed four years of lead service line replacements and expects to complete the citywide program this year. No PFAS-related challenges were identified. No additional regulatory mandates were specified.

Workforce & Staffing

Hiring field operations staff for both water and sewer is extremely difficult. The City has reduced licensing requirements for some positions and is focusing on recruiting entry-level laborers with opportunities for skill development and advancement. Recruitment efforts rely heavily on platforms such as Indeed, and new entry-level roles were added this year to help build internal capacity.



Somerville (W/S)

FY 2026 MWRA Assessments

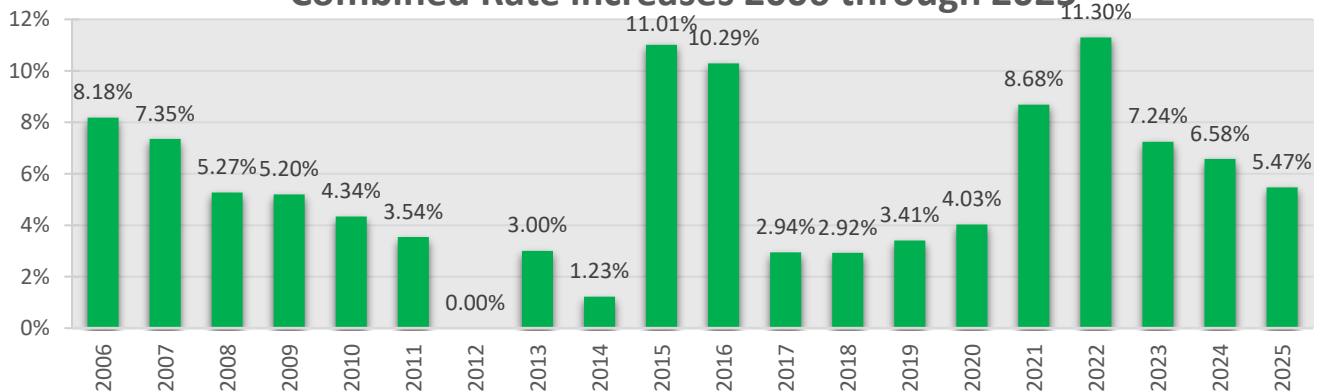
	FY25	FY26	Δ%
Water	\$10,694,450	\$11,051,015	3.3%
Sewer	\$17,561,095	\$18,396,138	4.8%
Combined	\$28,255,545	\$29,447,153	4.2%

Enterprise Fund Expenses *From Division of Local Services

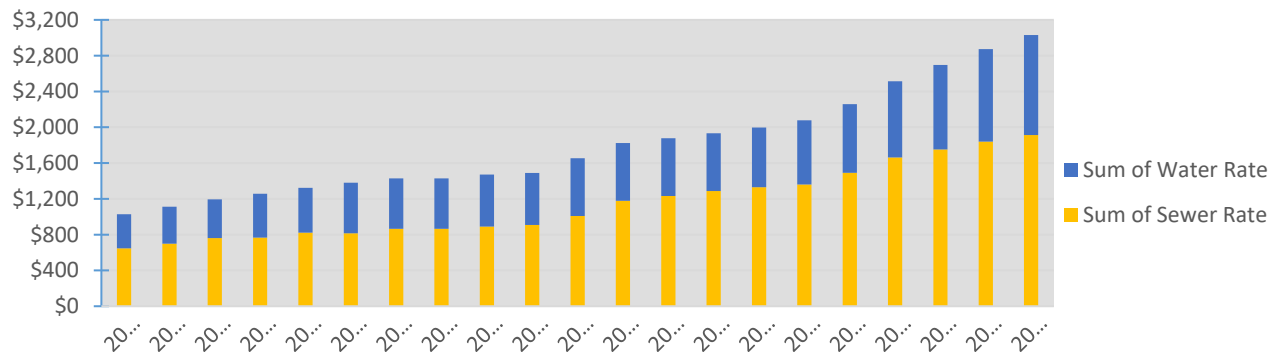
	FY24	FY25	Δ%
Water	\$17,247,254	N/A	N/A
Sewer	\$27,652,953	N/A	N/A
Combined	\$44,900,207	N/A	N/A

Assessment impact: MWRA assessment changes have directly influenced rate setting. Water rates increased 18% and sewer rates 12% at the start of FY26 in response to rising enterprise costs and assessment trends.

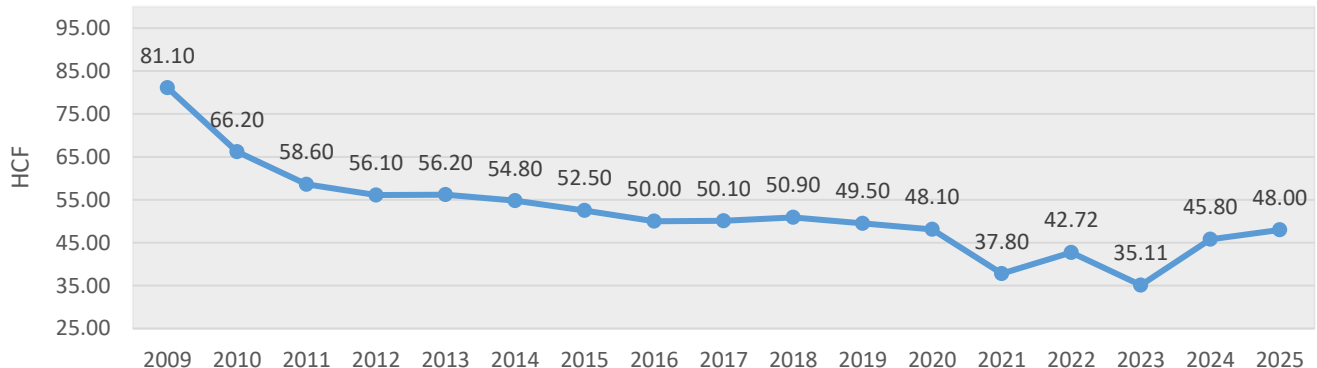
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



South Hadley (partial W)



Residential Water Rates:

Last adjusted:	July 2025
Base charge	\$15.00/family unit
All units	\$4.70/HCF
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	Not applicable
Community not sewered.	
Billing Frequency:	N/A

Billing Practices: The District does not allow irrigation meters or sub-metering. All customers are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$624.00	12.31%
Sewer	N/A	N/A
Combined	\$624.00	12.31%

Annual Cost Based on Local, State & Federal Data

(57.2 HCF – See Appendix C
for Data & Calc.)

Water	\$328.84
Sewer	N/A
Combined	\$328.84

Additional Information Provided by Community

Community Challenges

The primary challenge is limited system growth, which restricts revenue capacity.

Ratepayer Engagement & Feedback

The District communicates with customers through mailers and monthly meetings. Affordability concerns are the most common feedback.

Regulatory/Emerging Issues

No PFAS or regulatory challenges were reported. The District has completed its service line inventory. No additional issues are anticipated at this time.

Workforce & Staffing

No significant staffing challenges were reported. The District shares personnel resources with other departments in town as needed.

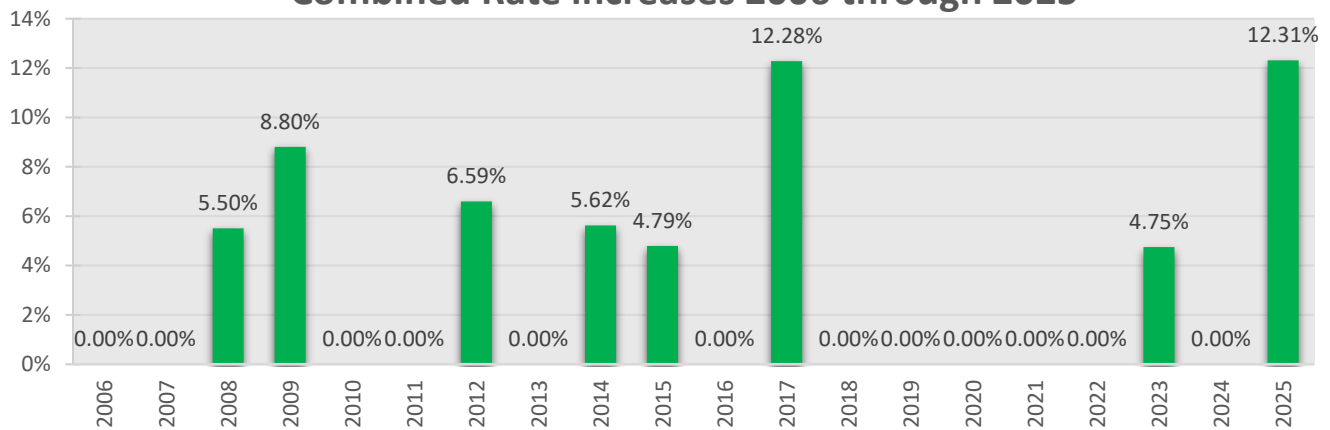
South Hadley (partial W)

FY 2026 MWRA Assessments

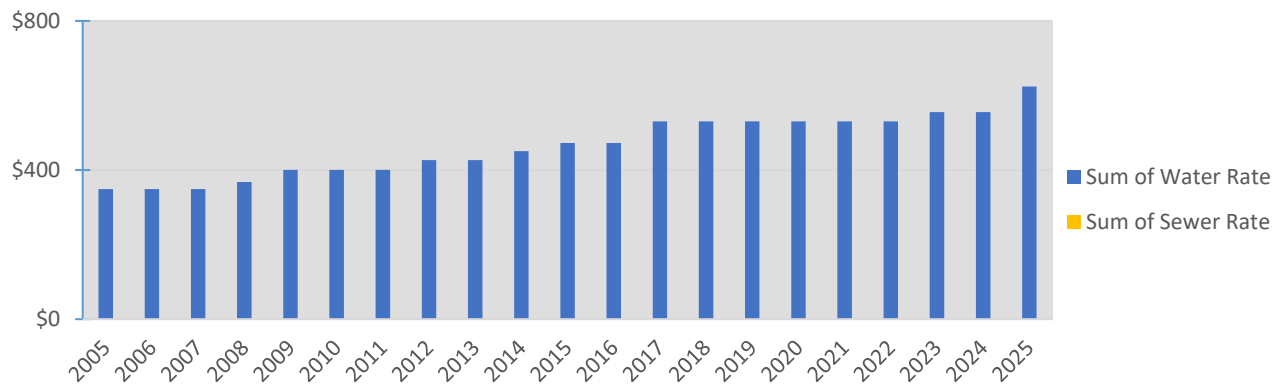
	FY25	FY26	Δ%
Water	\$755,970	\$880,815	16.5%
Sewer	-	-	-
Combined	\$755,970	\$880,815	16.5%

Assessment impact: FY26 saw significant increases, requiring rate adjustments effective July 1, 2025.

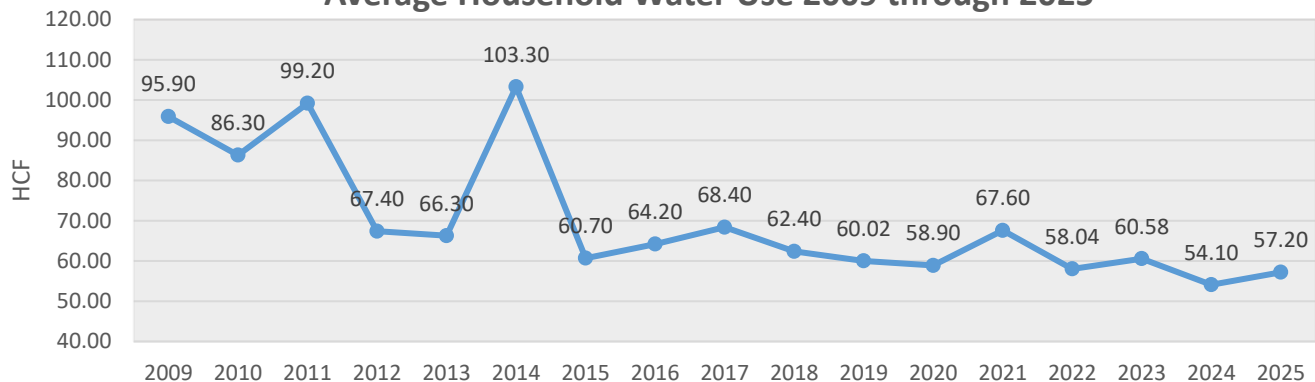
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Southborough (W)



Residential Water Rates:

Last adjusted:	March 2025
Base charge (5/8" meter)	\$40.19
0 – 10 HCF	\$ 2.38/HCF
10 – 25 HCF	\$ 5.58 "
25 - 50 HCF	\$ 8.77 "
>50 HCF	\$ 12.80 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	Not applicable
Community not sewered.	
Billing Frequency:	N/A

Billing Practices: Southborough allows irrigation meters, which may be installed as separate meters or combined with domestic meters, depending on the property. The Town maintains a one-meter-per-property policy for residential accounts and bills the property owner, not tenants. All customers are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$766.16	7.04%
Sewer	N/A	N/A
Combined	\$766.16	7.04%

Annual Cost Based on Local, State & Federal Data

(84.7 HCF – See Appendix C
for Data & Calc.)

Water	\$505.39
Sewer	N/A
Combined	\$505.39

Additional Information Provided by Community

Community Challenges

Southborough faces increasing stormwater regulatory requirements and ongoing challenges maintaining aging water infrastructure.

Ratepayer Engagement & Feedback

The Town discusses rate changes during Select Board meetings and public hearings, and shares updates through capital planning meetings and website notifications. Residents primarily cite the cost of services as their main concern.

Regulatory/Emerging Issues

The Town continues to monitor potential issues and educate the public but reports no current PFAS challenges. Southborough has confirmed that all water services in its system are lead free. No additional regulatory impacts were noted.

Workforce & Staffing

Southborough reports no significant staffing issues. The workforce is relatively young and motivated.



Southborough (W)

FY 2026 MWRA Assessments

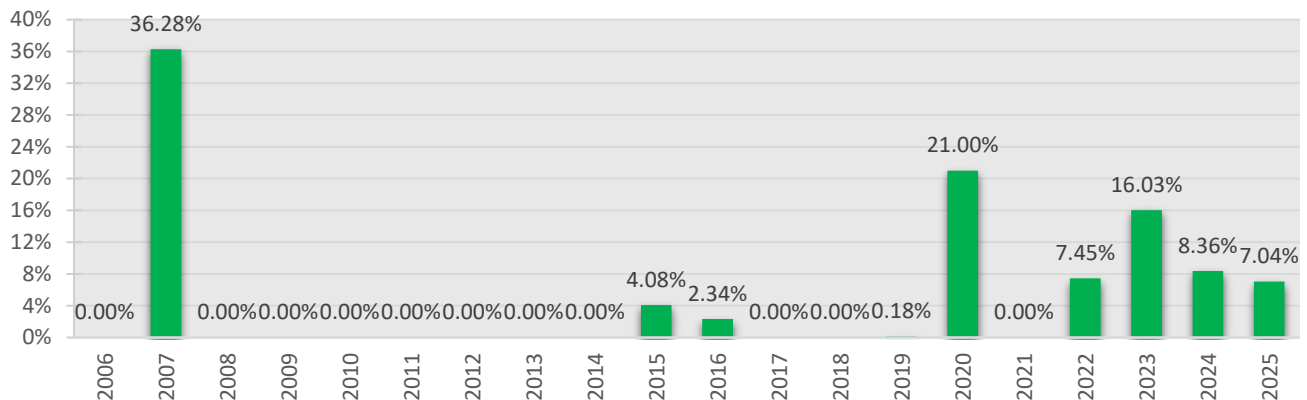
	FY25	FY26	Δ%
Water	\$1,086,340	\$1,234,149	13.6%
Sewer	-	-	-
Combined	\$1,086,340	\$1,234,149	13.6%

Enterprise Fund Expenses *From Division of Local Services

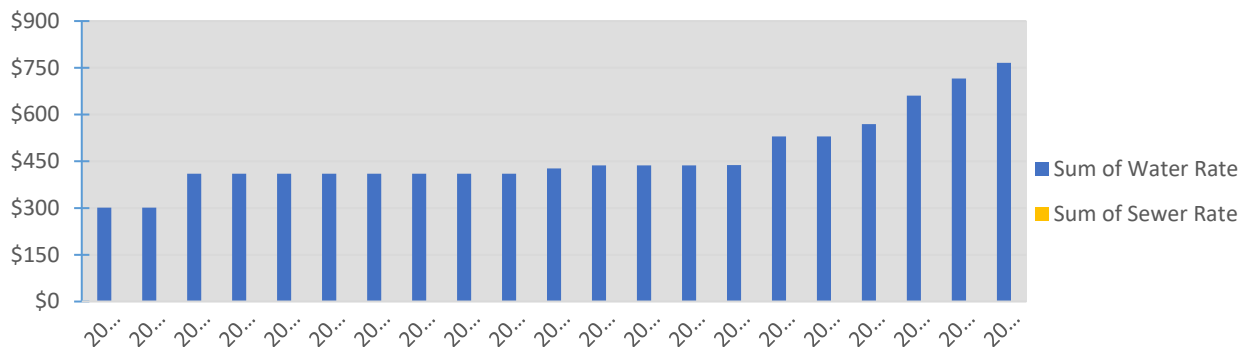
	FY24	FY25	Δ%
Water	\$2,394,955	\$2,624,851	9.60%
Sewer	N/A	N/A	N/A
Combined	N/A	N/A	N/A

Assessment impact: MWRA assessments are built into rate-setting projections, and higher MWRA rates lead to higher user fees. Weather-driven irrigation demand also influences revenue planning.

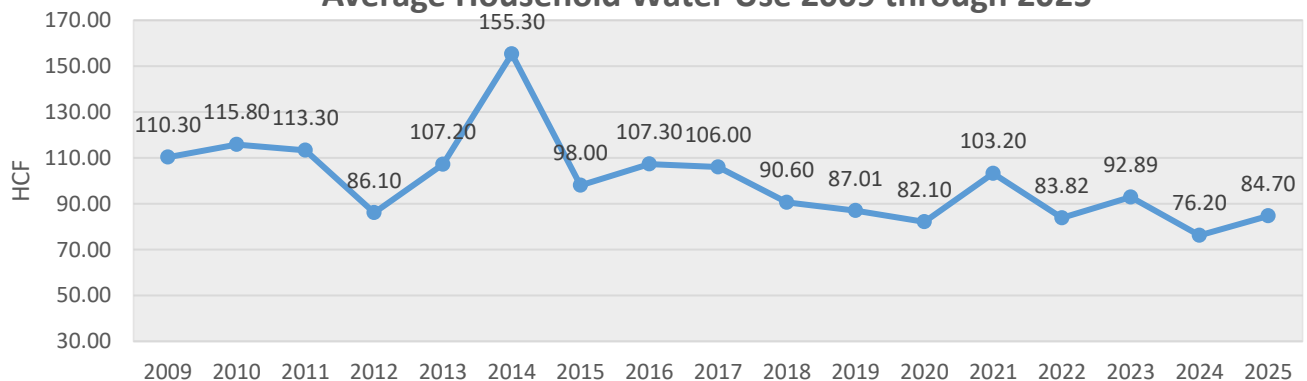
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Stoneham (W/S)



Residential Water Rates:

Last adjusted: July 2025

All units \$ 7.39/HCF

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

All units \$ 12.75/HCF

Billing Frequency: Quarterly

Billing Practices: Stoneham allows second meters for irrigation, billed on the same statement, with irrigation use deducted from sewer charges. Sub-metering is left to landlords, as the Town does not provide or bill sub-meters. All customers are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$886.80	6.33%
Sewer	\$1,530.00	4.08%
Combined	\$2,416.80	4.90%

Annual Cost Based on Local, State & Federal Data

(62.7 HCF – See Appendix C
for Data & Calc.)

Water	\$463.35
Sewer	\$799.43
Combined	\$1,262.78

Additional Information Provided by Community

Community Challenges

Stoneham reports strong management of water, sewer, and stormwater operations. The enterprise funds grow as needs grow, though not always proportionately.

Ratepayer Engagement & Feedback

The Town Administrator and Select Board review system data and set rates based on collected revenues. No significant ratepayer feedback has been reported.

Regulatory/Emerging Issues

Stoneham reports no regulatory concerns and is certified free of lead service lines. No other issues were noted.

Workforce & Staffing

The Town faces staffing challenges due to limited personnel and a hiring freeze. Future steps will depend on when the freeze is lifted.



Stoneham (W/S)

FY 2026 MWRA Assessments

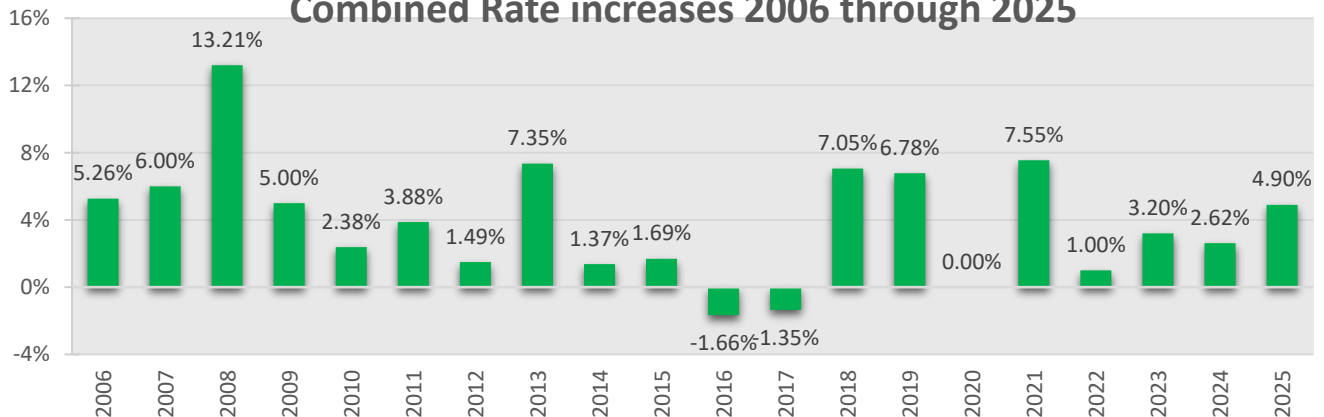
	FY25	FY26	Δ%
Water	\$3,671,848	\$4,019,561	9.5%
Sewer	\$6,085,041	\$6,135,875	0.8%
Combined	\$9,756,889	\$10,155,436	4.1%

Enterprise Fund Expenses *From Division of Local Services

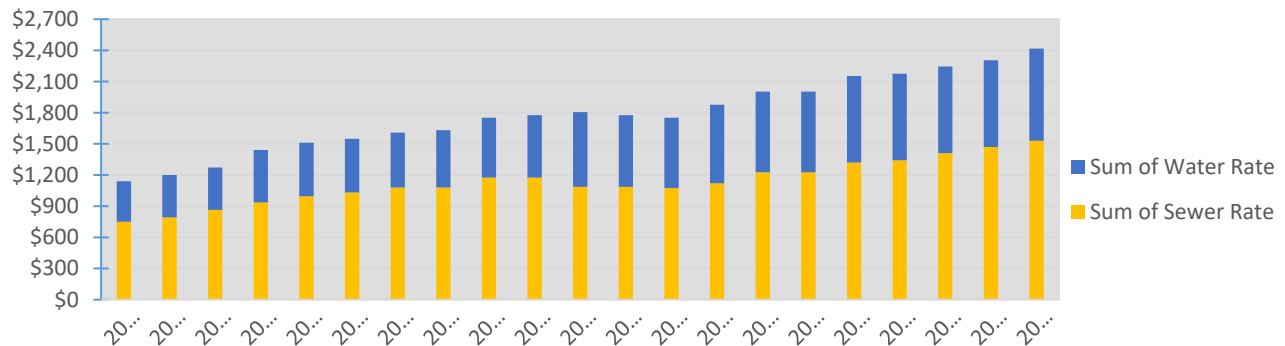
	FY24	FY25	Δ%
Water	\$4,720,007	\$4,676,458	-0.92%
Sewer	\$6,519,315	\$6,792,923	4.20%
Combined	\$11,239,322	\$11,469,381	2.05%

Assessment impact: Growth in the enterprise funds does not always align proportionately with MWRA assessment changes.

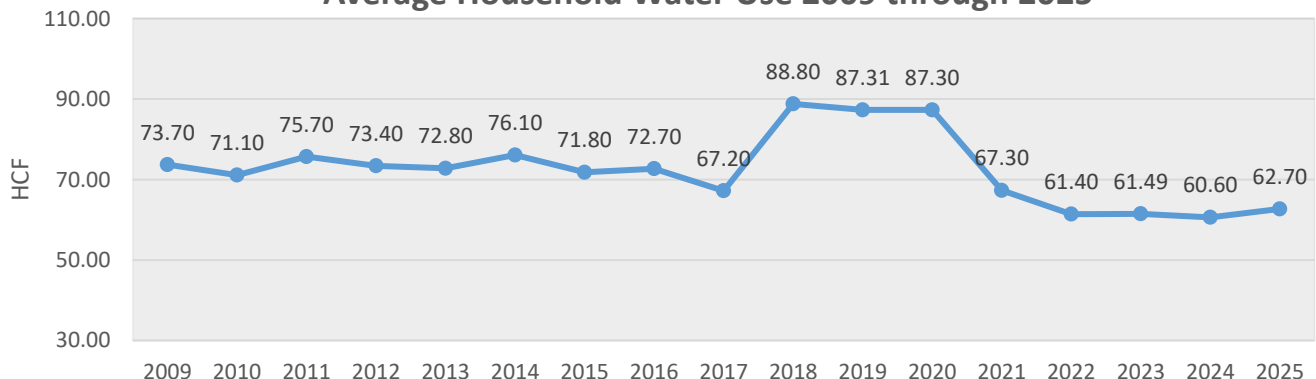
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Stoughton (S/ partial W)



Residential Water Rates:

Last adjusted:	July 2023
Service Charge (5/8" meter)	\$16.19/bill
0 – 26 HCF	\$ 5.21/HCF
26 – 59 HCF	\$ 7.68 "
>59 HCF	\$ 10.63 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2023
Minimum charge (7.8 HCF)	\$94.68
All units	\$ 12.53/HCF
Billing Frequency:	Quarterly

Billing Practices: Stoughton does not allow irrigation meters. Each property has one meter per connection; apartment buildings have a master meter, and owners may sub-meter internally at their own expense. All customers are billed quarterly on the same cycle.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$729.48	0.00%
Sewer	\$1,503.60	0.00%
Combined	\$2,233.08	0.00%

Annual Cost Based on Local, State & Federal Data

(52.6 HCF – See Appendix C

for Data & Calc.)

Water	\$338.81
Sewer	\$659.08
Combined	\$997.88

Additional Information Provided by Community

Community Challenges

Stoughton's primary challenge is funding infrastructure improvements. Recent rate adjustments have stabilized funding after rates were previously set too low.

Ratepayer Engagement & Feedback

The Town holds public hearings on rates. A newly installed meter program has produced more accurate usage data and increased billing.

Regulatory/Emerging Issues

PFAS regulatory requirements are a significant financial burden for ratepayers. Funding assistance for private-side service line replacement is a major challenge. Additional regulatory mandates are expected and may further affect costs.

Workforce & Staffing

Stoughton faces difficulty filling open positions with qualified or motivated employees. The Town focuses on training existing staff and recruiting candidates willing to be trained.



Stoughton (S/ partial W)

FY 2026 MWRA Assessments

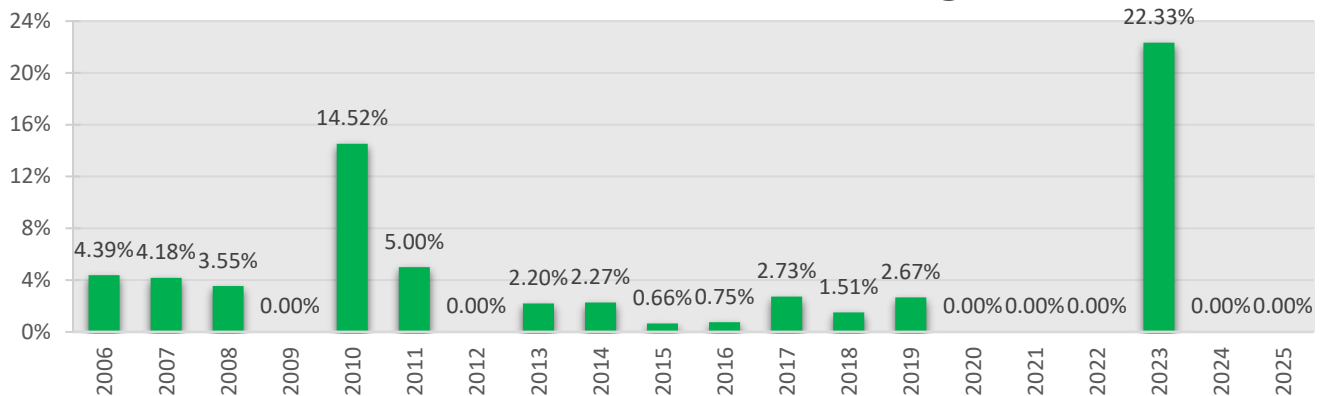
	FY25	FY26	Δ%
Water	\$97,985	\$95,933	-2.1%
Sewer	\$5,752,600	\$5,897,834	2.5%
Combined	\$5,850,585	\$5,993,767	2.4%

Enterprise Fund Expenses *From Division of Local Services

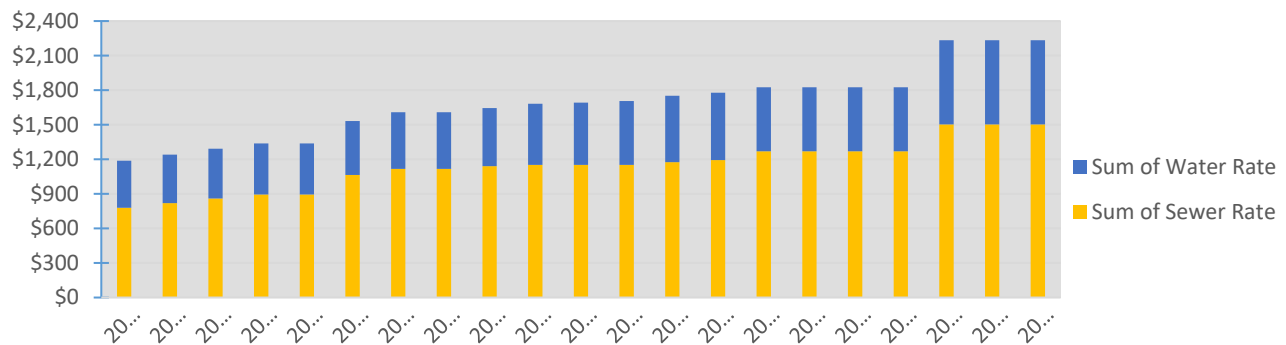
	FY24	FY25	Δ%
Water	\$4,233,329	\$5,190,757	22.62%
Sewer	\$7,892,616	\$8,237,994	4.38%
Combined	\$12,125,945	\$13,428,751	10.74%

Assessment impact: MWRA assessment increases contributed to the need for rate adjustments; the new rate structure has stabilized funding.

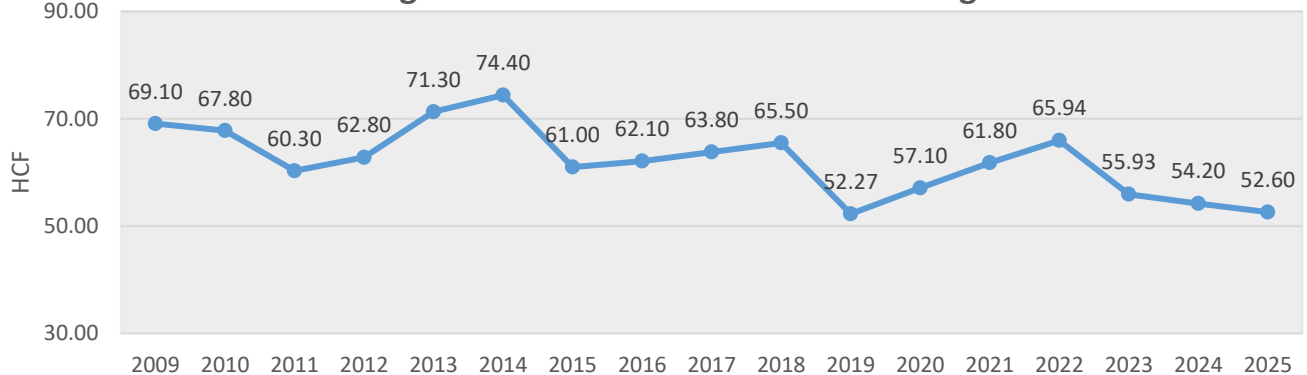
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Swampscott (W)



Residential Water Rates:

Last adjusted:	July 2025
Base Charge	\$16.79/bill
0 - 25 HCF	\$ 10.36/HCF
25 - 250 HCF	\$ 10.73 "
>250 HCF	\$ 11.04 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Base Charge	\$23.67/bill
0 - 25 HCF	\$ 8.45/HCF
25 - 250 HCF	\$ 9.55"
>250 HCF	\$ 10.58 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Swampscott allows irrigation meters, billed separately once a year in February, with non-sewer flows automatically deducted. About 25 percent of properties have an irrigation meter. Sub-metering is not allowed. All accounts, residential and commercial, are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,317.76	26.13%
Sewer	\$1,130.68	17.59%
Combined	\$2,448.44	22.04%

Annual Cost Based on Local, State & Federal Data

(72.4 HCF – See Appendix C

for Data & Calc.)

Water	\$817.22
Sewer	\$706.46
Combined	\$1,523.68

Additional Information Provided by Community

Community Challenges

Swampscott faces challenges across operations, capital needs, and regulatory requirements. MWRA assessments exceeding the Town's 2.5 percent operating budget growth have contributed to annual rate increases.

Ratepayer Engagement & Feedback

The Town communicates through Select Board meetings and the Consumer Confidence Report. Residents primarily express concern about high bills.

Regulatory/Emerging Issues

No immediate PFAS or emerging regulatory issues are anticipated. Swampscott is working with Kleinfelder on its service line inventory, with the main challenge being the large number of unknowns. Replacing or relining aging water mains remains a major financial concern.

Workforce & Staffing

Recent retirements have resulted in a younger workforce and loss of institutional knowledge. The Town provides internal training and leverages referrals from current staff to support recruitment.



Swampscott (W)

FY 2026 MWRA Assessments

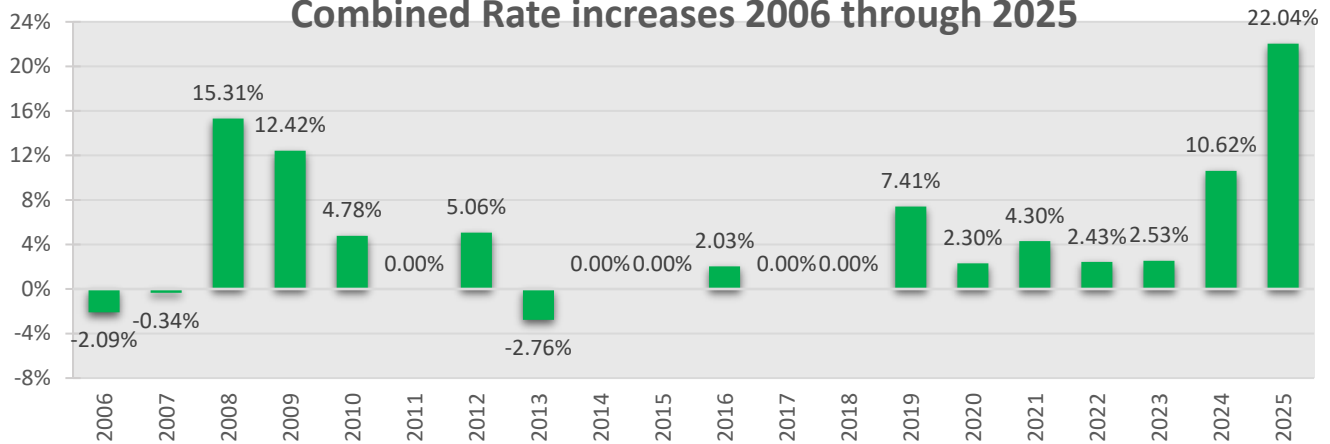
	FY25	FY26	Δ%
Water	\$2,496,307	\$2,429,832	-2.7%
Sewer	-	-	-
Combined	\$2,496,307	\$2,429,832	-2.7%

Enterprise Fund Expenses *From Division of Local Services

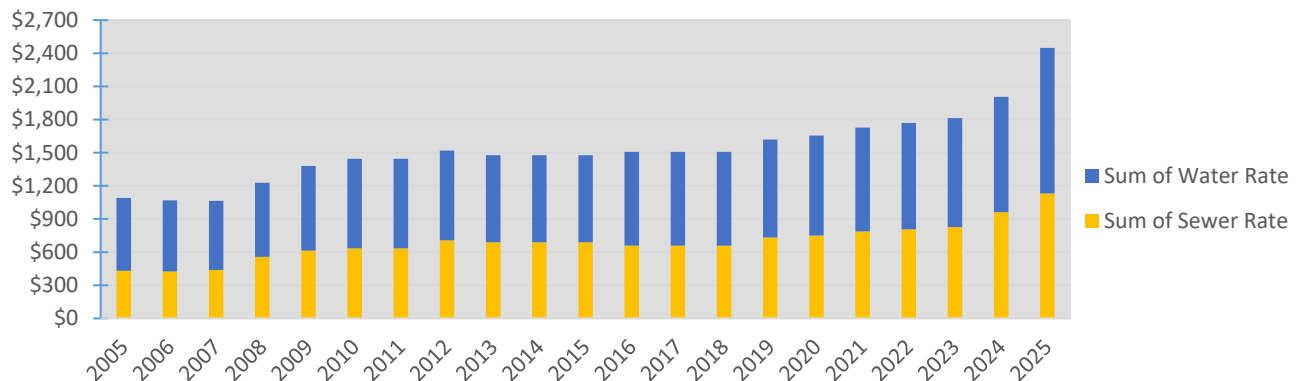
	FY24	FY25	Δ%
Water	\$4,047,189	N/A	N/A
Sewer	\$2,597,744	N/A	N/A
Combined	\$6,644,933	N/A	N/A

Assessment impact: MWRA assessments have exceeded the Town's 2.5 percent operating budget growth, contributing to yearly water and sewer rate increases.

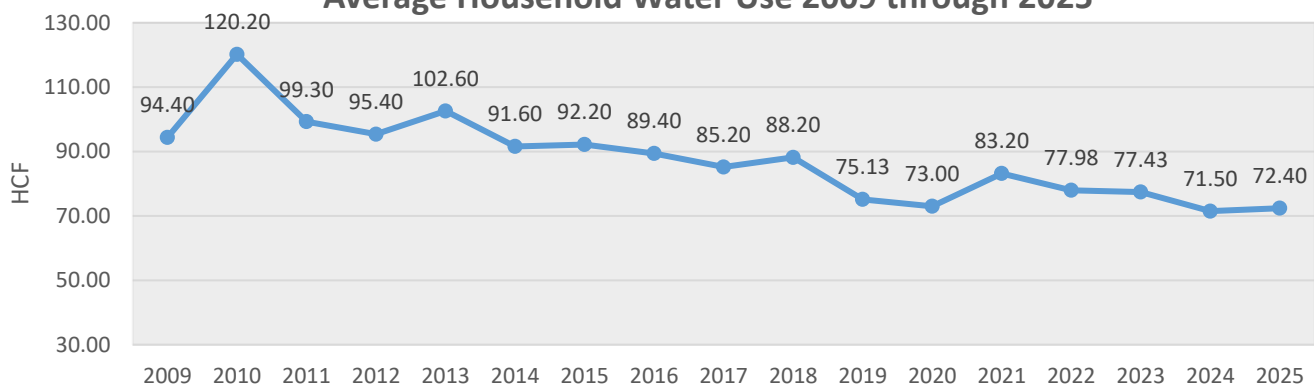
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Wakefield (S/ partial W)



Residential Water Rates:

Last adjusted:	July 2025
Base charge:	\$23.19
0 – 10 HCF	\$ 9.25/HFC
10 – 25 HCF	\$ 9.80 "
25 – 60 HCF	\$ 10.36 "
>60 HCF	\$ 11.41 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Base charge:	\$25.89
0 – 10 HCF	\$ 12.10/HFC
10 – 25 HCF	\$ 12.65 "
25 – 60 HCF	\$ 13.19 "
>60 HCF	\$ 14.27 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Wakefield bills customers quarterly through the year, issuing bills in July, October, January and April. Customers are provided the opportunity to discount their bills by taking advantage of a 10% prompt payment discount offered during all billing cycles. Approximately 90% of all bills generated take advantage of this 10% discount. Wakefield has a moratorium on new irrigation meters, with about 70 grandfathered accounts remaining. Sub-metering is not allowed unless a separate billing service has its own independent, publicly accessible shutoff.

Annual Cost AWWA Standard for Historical Comparison (120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,257.96	9.07%
Sewer	\$1,610.36	1.55%
Combined	\$2,868.32	4.72%

Annual Cost Based on Local, State & Federal Data (64.3 HCF – See Appendix C for Data & Calc.)

Water	\$700.90
Sewer	\$894.96
Combined	\$1,595.86

Additional Information Provided by Community

Community Challenges

Funding capital projects, particularly for water infrastructure, is Wakefield's most significant need. Borrowing for major water work is a major driver of the enterprise budget and directly affects rate setting. PFAS requirements also present challenges.

Ratepayer Engagement & Feedback

Budget presentations and the annual spring rate-setting process serve as the main engagement tools. Residents most often express affordability concerns.

Regulatory/Emerging Issues

Wakefield is planning for the capital needed to treat PFAS or determine whether to discontinue local treatment. The Town is gradually excavating remaining services to complete its inventory; about 85 percent have been confirmed. No other regulatory issues were noted.

Workforce & Staffing

Hiring and training young operators to earn distribution and treatment certifications is highly competitive. Wakefield emphasizes competitive pay, benefits, and a positive work environment to support recruitment and retention.

Wakefield (S/ partial W)

FY 2026 MWRA Assessments

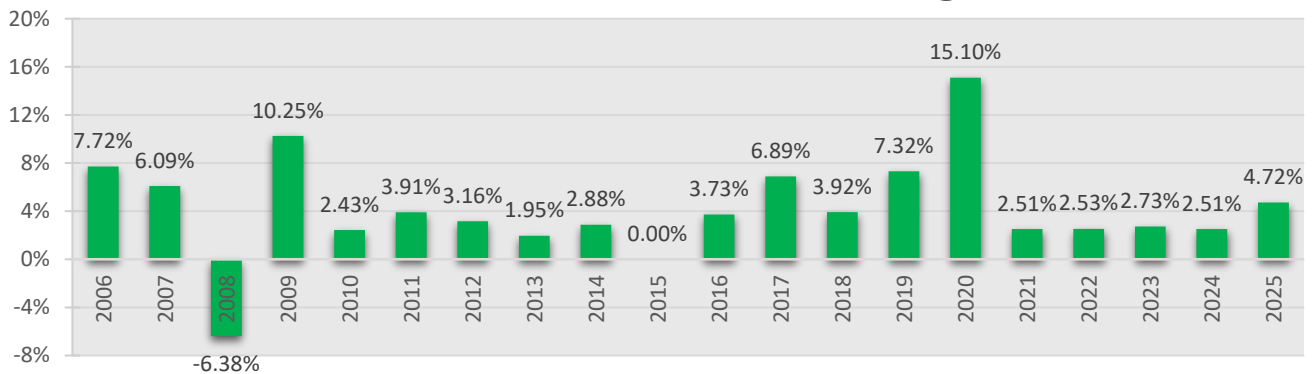
	FY25	FY26	Δ%
Water	\$3,304,401	\$3,685,827	11.5%
Sewer	\$6,791,838	\$6,724,353	-1.0%
Combined	\$10,096,239	\$10,410,180	3.1%

Enterprise Fund Expenses *From Division of Local Services

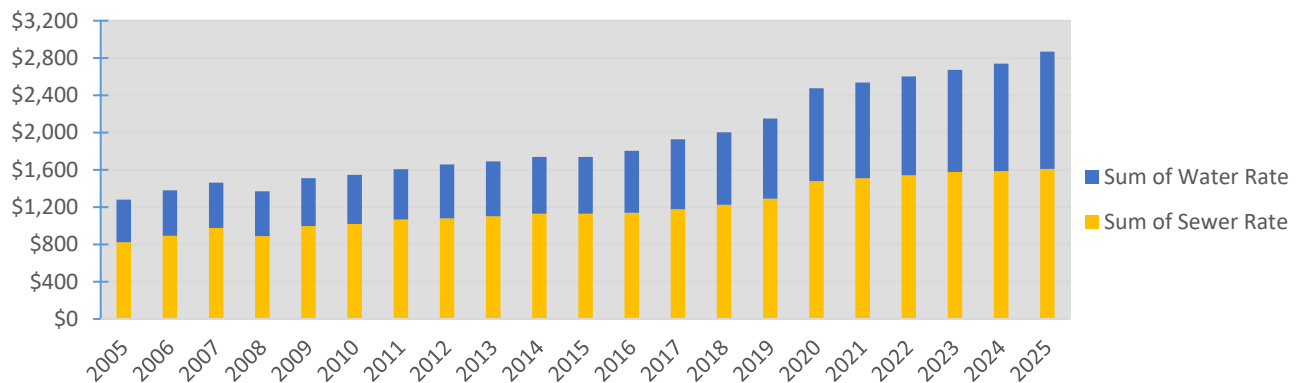
	FY24	FY25	Δ%
Water	\$7,381,728	N/A	N/A
Sewer	\$9,806,043	N/A	N/A
Combined	\$17,187,771	N/A	N/A

Assessment impact: Growth comparisons are unclear due to treatment plant conditions and regulatory testing demands. Capital borrowing for water work heavily influences the water enterprise budget and rate setting.

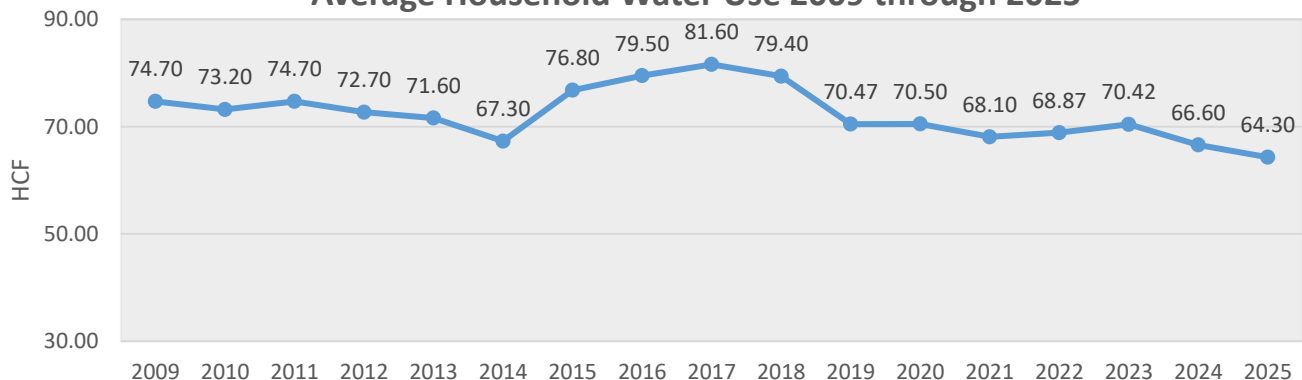
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Walpole (S)



Residential Water Rates:

Last adjusted:	July 2024
0 – 15 HCF	\$ 5.651/HFC
15 – 24 HCF	\$ 7.294 "
24 – 37.5 HCF	\$ 10.149 "
>37.50 HCF	\$13.021 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2024
0 – 15 HCF	\$ 11.850/HFC
15 – 24 HCF	\$ 11.900 "
24 – 37.5 HCF	\$ 11.950 "
>23.50 HCF	\$ 11.984 "
Based on 85% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Walpole allows irrigation meters by request, though fewer than 10 percent of accounts have them. The Town does not allow sub-metering and bills only from the main meter. All customers are billed quarterly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$877.70	5.89%
Sewer	\$1,212.27	5.62%
Combined	\$2,089.97	5.73%

Annual Cost Based on Local, State & Federal Data

(61.8 HCF – See Appendix C
for Data & Calc.)

Water	\$384.67
Sewer	\$622.56
Combined	\$1,007.23

Additional Information Provided by Community

Community Challenges

Walpole faces rising water operations and maintenance costs and increasing capital needs driven by aging infrastructure.

Ratepayer Engagement & Feedback

The Town conducts outreach through public boards, including the Select Board, Finance Committee, Capital Budget Committee, and the Water and Sewer Commission. Residents most often express concerns about high bills, especially in summer. Sewer charges can account for about 60 percent of a combined bill, and water's tiered rate structure raises costs during high-use periods.

Regulatory/Emerging Issues

Walpole is piloting PFAS treatment at one plant and developing a conceptual design for full treatment. The Town is participating in a Lead Service Line Grant and considering a full meter changeout to help identify customer-side materials. Multiple rounds of surveys and public outreach have been completed. Walpole is also evaluating a possible MWRA water connection.

Workforce & Staffing

The Town has difficulty recruiting certified water plant operators and managing office turnover that affects institutional knowledge. Walpole is expanding internal training and development opportunities to support staff.

Walpole (S)

FY 2026 MWRA Assessments

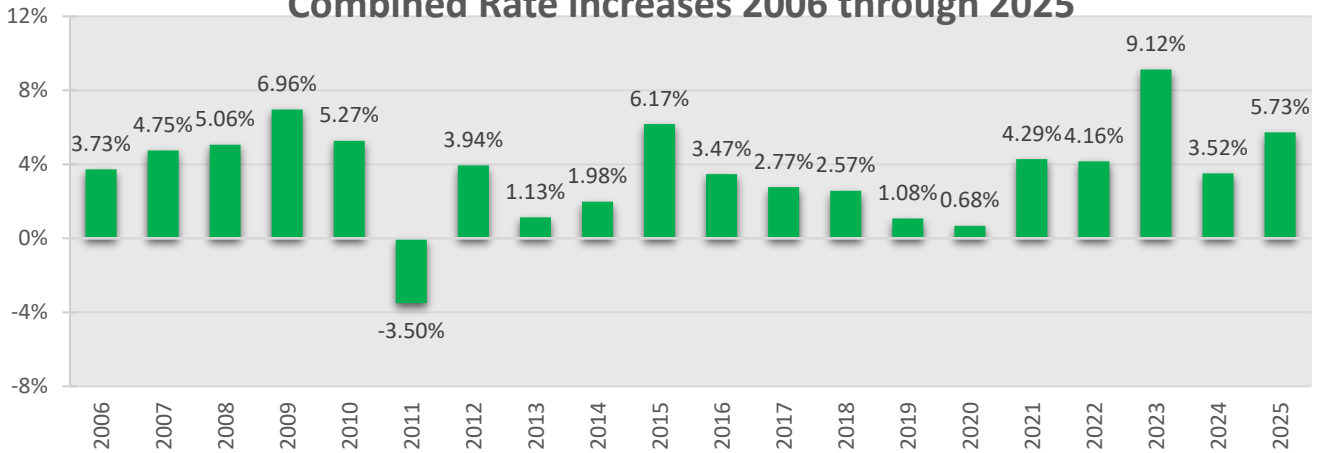
	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$4,670,240	\$4,828,356	3.4%
Combined	\$4,670,240	\$4,828,356	3.4%

Enterprise Fund Expenses *From Division of Local Services

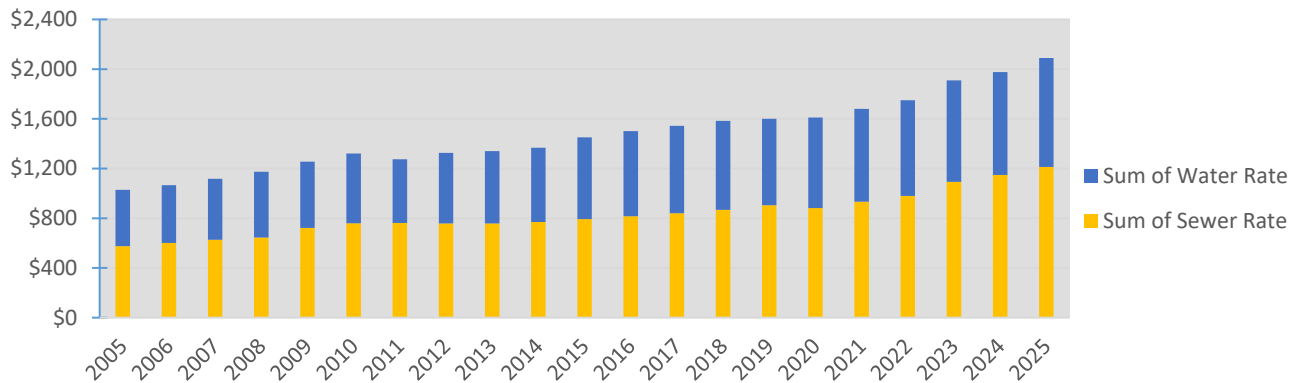
	FY24	FY25	Δ%
Water	\$4,724,367	\$5,834,555	23.50%
Sewer	\$6,013,719	\$5,948,214	-1.09%
Combined	\$10,738,086	\$11,782,769	9.73%

Assessment impact: The MWRA sewer assessment accounts for more than 90 percent of the sewer budget. FY26 sewer assessments increased by 4 percent.

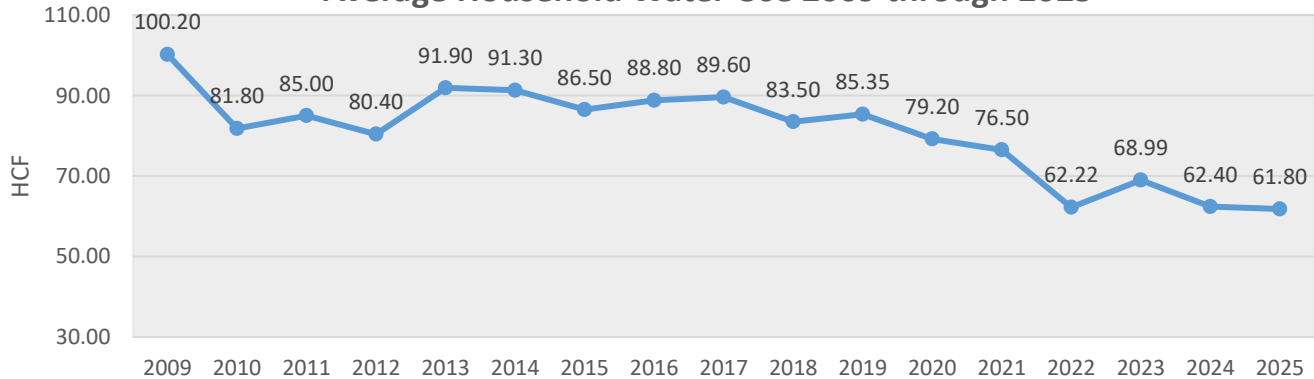
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Waltham (W/S)



Residential Water Rates:

Last adjusted:	January 2025
Minimum Charge:	\$9.21
0 – 21 HCF	\$3.07/HCF
21 – 45 HCF	\$4.15 "
45 – 120 HCF	\$11.90 "
>120 HCF	\$17.14 "
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	January 2025
Minimum Charge:	\$16.38
0 – 21 HCF	\$ 5.46/HCF
21 – 45 HCF	\$ 7.63 "
45 – 120 HCF	\$13.26 "
>120 HCF	\$16.51 "
Based on 100% of water usage.	
Billing Frequency:	Quarterly

Billing Practices: Waltham allows irrigation meters, with non-sewer flows automatically deducted; about 22 percent of customers have them. Sub-metering is allowed in multi-unit properties, but the City bills only from the main meter. Residential customers are billed quarterly and large commercial users monthly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$407.28	0.00%
Sewer	\$733.32	0.00%
Combined	\$1,140.60	0.00%

Annual Cost Based on Local, State & Federal Data

(55.0 HCF – See Appendix C
for Data & Calc.)

Water	\$168.85
Sewer	\$300.30
Combined	\$469.15

Additional Information Provided by Community

Community Challenges

Rising operating costs continue to pressure Waltham's water and sewer enterprise funds. The City conducts annual impact studies to determine if rate adjustments are needed, and recent economic conditions have increased costs for materials and supplies.

Ratepayer Engagement & Feedback

Rate flyers are mailed each year with the first billing, and rate information, charts, and historical data are posted on the City website. Ratepayers frequently express concerns about rising utility costs. Dry weather in recent years has increased outdoor water use and bills, and residential leaks remain common. The City encourages customers to use leak detection devices to identify problems earlier.

Regulatory/Emerging Issues

Waltham reports no PFAS-specific challenges because it is fully supplied by MWRA. The City has engaged a consultant to assess its service line inventory and determined that while no lead service lines remain, several lead goosenecks are present. Waltham has begun a multi-phase program to remove and replace them. The City also focuses on maintaining reliable water infrastructure, meeting fire protection needs, and reducing infiltration and inflow.

Workforce & Staffing

Waltham benefits from an experienced workforce and supports internal training and promotions. As long-time employees retire, new staff are brought in to maintain capacity. The City encourages licensing and professional development, offering training opportunities with vendors and professional associations.



Waltham (W/S)

FY 2026 MWRA Assessments

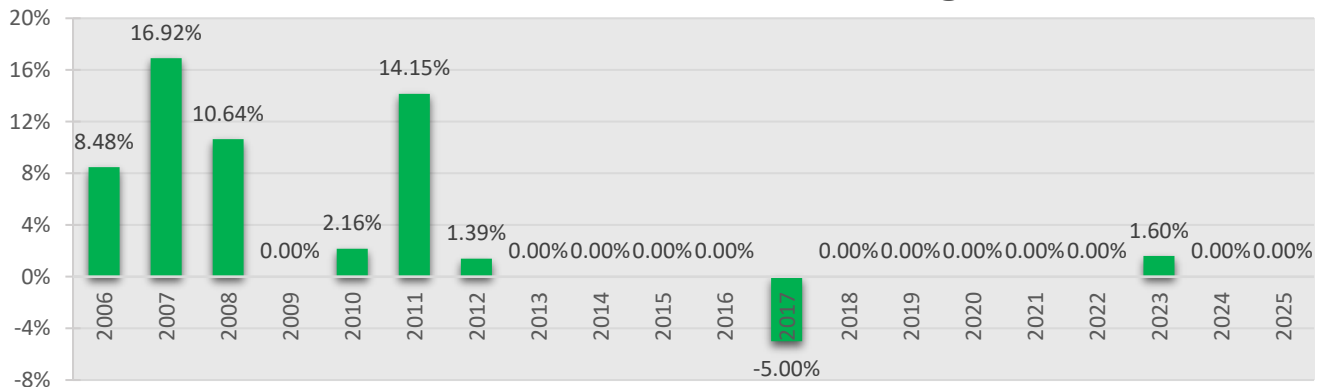
	FY25	FY26	Δ%
Water	\$12,987,389	\$13,409,660	3.3%
Sewer	\$15,008,366	\$15,082,080	0.5%
Combined	\$27,995,755	\$28,491,740	1.8%

Enterprise Fund Expenses *From Division of Local Services

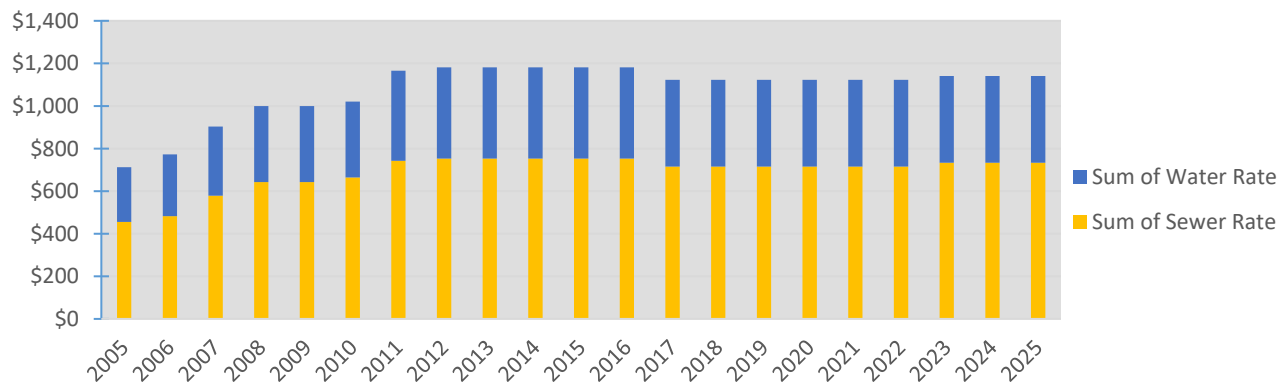
	FY24	FY25	Δ%
Water	\$16,328,190	\$18,301,740	12.09%
Sewer	\$19,077,296	\$18,980,346	-0.51%
Combined	\$35,405,486	\$37,282,086	5.30%

Assessment impact: MWRA assessments have grown in recent years, and Waltham has adjusted rates accordingly.

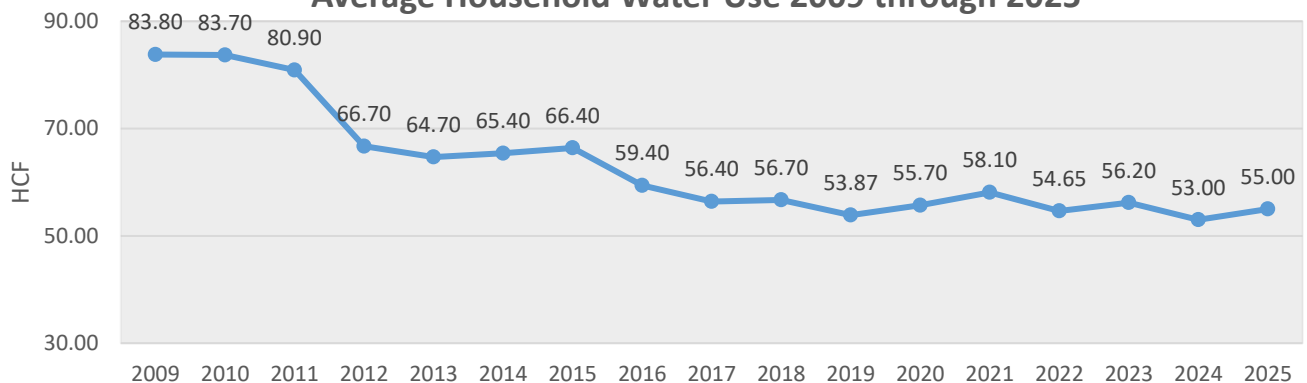
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Watertown (W/S)



Residential Water Rates:

Last adjusted: July 2025

Fund: Enterprise

Base charge (5/8")	\$ 9.44/bill
0 – 25 HCF	\$ 5.88/HCF
25 – 50 HCF	\$ 9.16 "
50 – 250	\$ 12.38 "
>250 HCF	\$ 16.16 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: July 2025

Fund: Enterprise

0 – 25 HCF	\$ 11.86/HCF
25 – 50 HCF	\$ 15.48 "
50 – 250	\$ 17.28 "
>250 HCF	\$ 21.17 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$808.96	3.52%
Sewer	\$1,533.36	3.49%
Combined	\$2,342.32	3.50%

Annual Cost Based on Local, State & Federal Data

(54.1 HCF – See Appendix C
for Data & Calc.)

Water	\$355.87
Sewer	\$679.39
Combined	\$1,035.25

Commercial Water Rates:

Same as residential

Commercial Sewer Rates:

Same as residential

Additional Data by Community

Does this Community Use Second Meters?	Yes (\$16.16/HCF)	Does this Community Offer Senior and/or Low Income Discounts?	Yes, Low Income
--	-------------------	---	-----------------

Stormwater

Current Funding Source of Stormwater-Related Costs: Water/Sewer Rates



Watertown (W/S)

FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$4,583,303	\$4,688,527	2.3%
Sewer	\$7,277,190	\$7,675,590	5.5%
Combined	\$11,860,493	\$12,364,117	4.2%

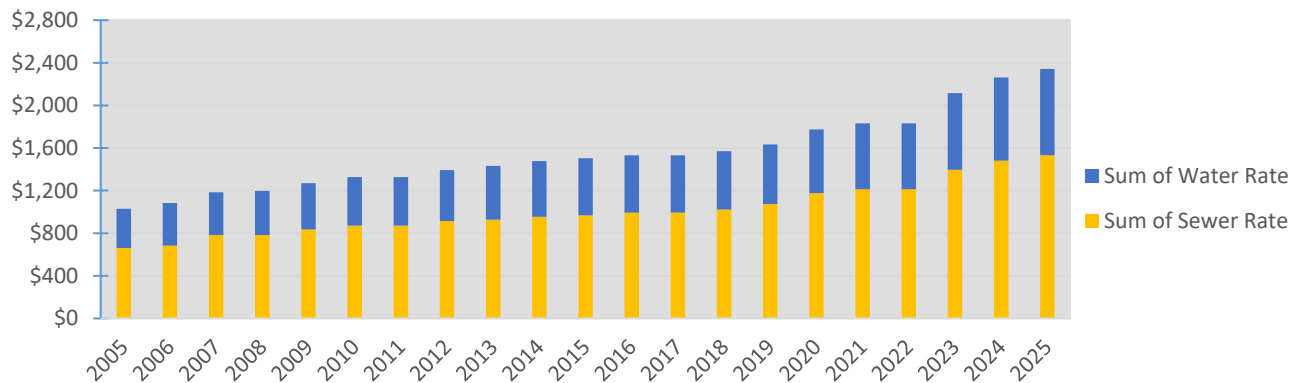
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$6,866,648	\$7,485,827	9.02%
Sewer	\$9,816,352	\$9,466,968	-3.56%
Combined	\$16,683,000	\$16,952,795	1.62%

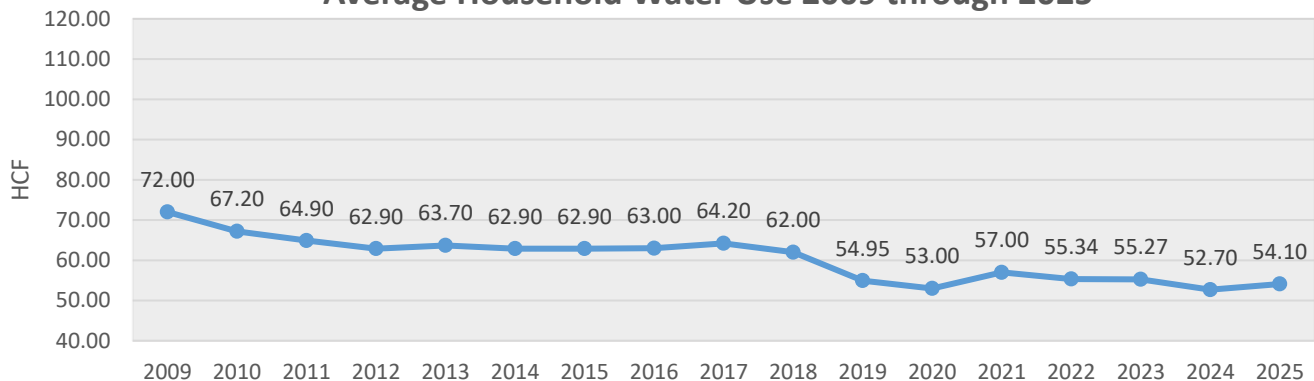
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Wellesley (S/ partial W)



Residential Water Rates:

Last adjusted:	July 2025
Base charge	\$3.33/bill
0 – 5 HCF	\$5.05/HCF
5 – 12 HCF (except for peak use)	\$5.93 "
Peak Use Charges (May – October):	
>12 – 24 HCF	\$9.40 "
>24 – 36 HCF	\$12.17 "
>36 HCF	\$15.49 "
Billing Frequency:	Monthly

Residential Sewer Rates:

Last adjusted:	July 2025
Base charge	\$5.00/bill
All units	\$11.21/HCF
Billing Frequency:	Monthly

Billing Practices: Wellesley allows irrigation meters, which appear on the main bill and are exempt from sewer charges; about 60 percent of properties have them. Sub-metering is allowed for multi-unit rentals and managed by the Health Department. Billing is monthly.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$698.76	3.74%
Sewer	\$1,405.20	5.78%
Combined	\$2,103.96	5.10%

Annual Cost Based on Local, State & Federal Data

(88.0 HCF – See Appendix C
for Data & Calc.)

Water	\$509.00
Sewer	\$1,046.48
Combined	\$1,555.48

Additional Information Provided by Community

Community Challenges

Changing PFAS and Lead and Copper Rule requirements are the Town's biggest challenges, along with long-term sustainability of water sources.

Ratepayer Engagement & Feedback

The Town engages residents through a structured social media plan, outreach events, public meetings, and an open rate-setting process. Conservation policies also create education opportunities. Most feedback concerns PFAS-related water quality and the cost of treatment.

Regulatory/Emerging Issues

Wellesley expects major PFAS treatment costs at all three plants (estimated \$8–13 million each), plus media replacement costs of \$300,000–\$500,000 every one to two years. These projects drive large capital needs in FY27–FY29. The Town is improving its service line inventory through statistical modeling and continued field verification, but integrating field data into the system remains a challenge. Plumbing regulations requiring bathrooms at unmanned facilities complicate needed upgrades, and Water Management Act messaging can lag behind conditions.

Workforce & Staffing

Recruitment has improved with an entry-level training position, though drinking water licensing is an on-going concern. Wellesley offers competitive pay, extensive training, in-house CDL programs, and strong partnerships to support advancement.



Wellesley (S/ partial W)

FY 2026 MWRA Assessments

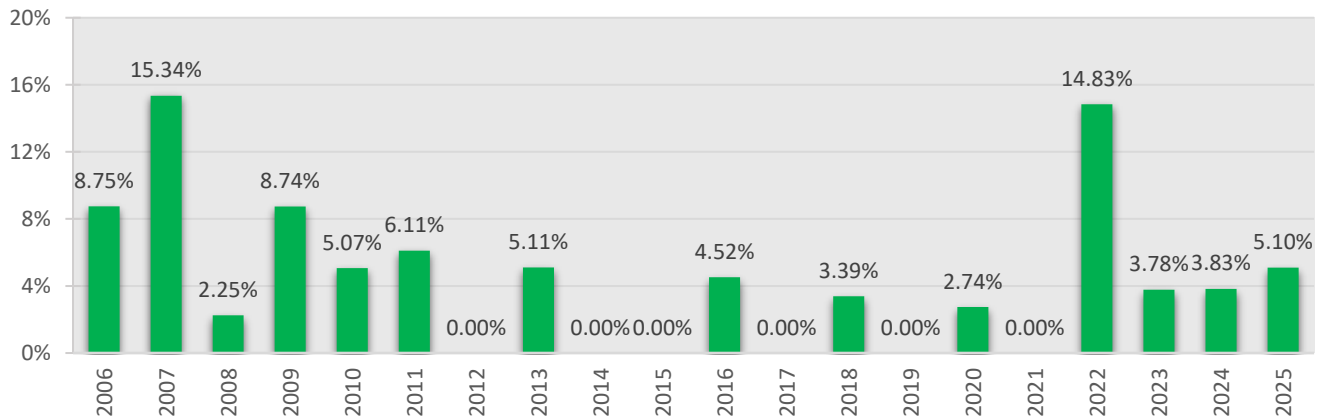
	FY25	FY26	Δ%
Water	\$3,262,215	\$3,710,550	13.7%
Sewer	\$7,020,669	\$7,355,370	4.8%
Combined	\$10,282,884	\$11,065,920	7.6%

Enterprise Fund Expenses *From Division of Local Services

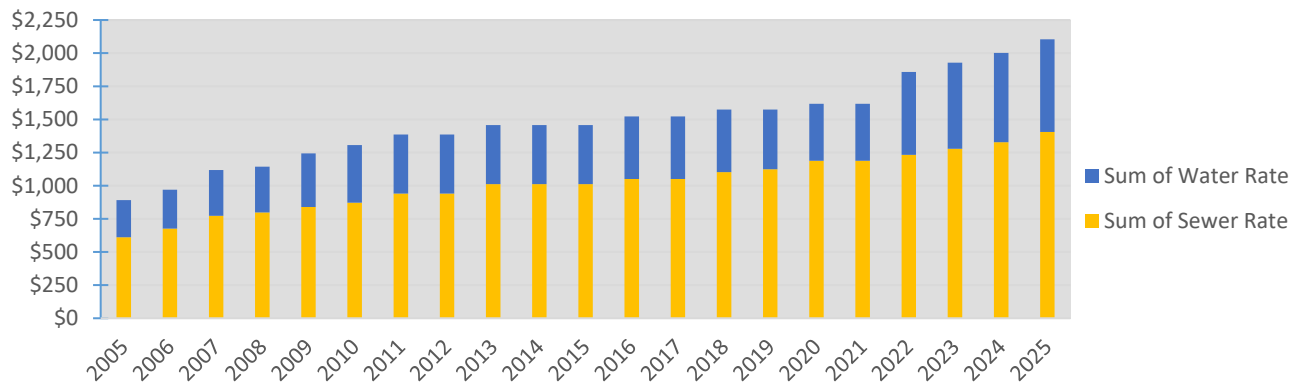
	FY24	FY25	Δ%
Water	\$9,729,220	\$9,495,487	-2.40%
Sewer	\$9,074,937	\$9,009,868	-0.72%
Combined	\$18,804,157	\$18,505,355	-1.59%

Assessment impact: MWRA assessments fluctuate with usage but remain the primary driver of budget increases.

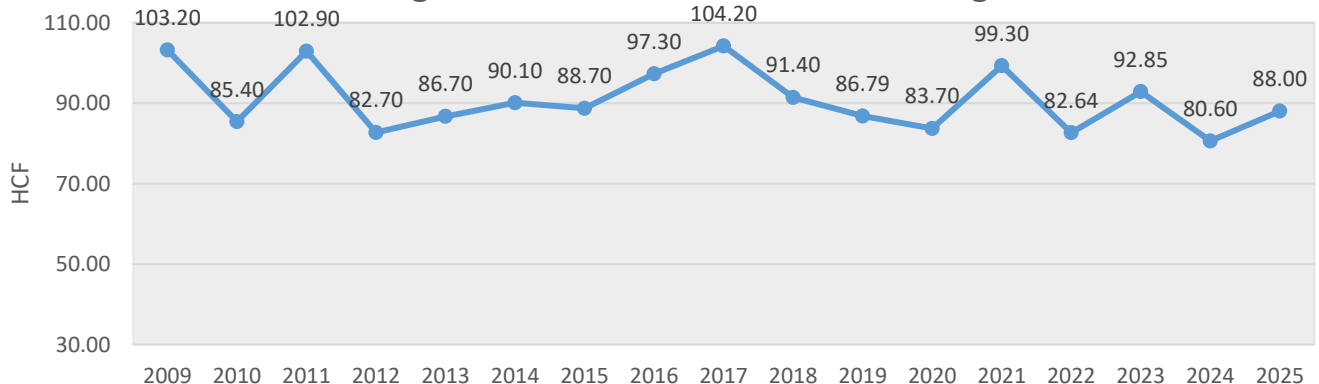
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Weston (W)



Residential Water Rates:

Last adjusted:	October 2024
Base charge (5/8" meter)	\$33.50/bill
1 – 50 HCF	\$ 3.40/HCF
50 – 150 HCF	\$ 10.20 "
>150 HCF	\$ 20.40 "
Billing Frequency:	Semi-Annually

Residential Sewer Rates:

Last adjusted:	Not applicable
Community not sewered.	
Billing Frequency:	N/A

Billing Practices: Weston allows only one meter per property. Irrigation meters and secondary residential meters are not permitted. Multi-unit developments generally require a master meter pit depending on project size. All accounts are billed twice per year.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$611.00	0.00%
Sewer	N/A	N/A
Combined	\$554.00	0.00%

Annual Cost Based on Local, State & Federal Data

(139.6 HCF – See Appendix C
for Data & Calc.)

Water	\$810.92
Sewer	N/A
Combined	\$810.92

Additional Information Provided by Community

Community Challenges

Weston's biggest issues are staffing shortages and aging infrastructure. The Town is preparing a \$41 million water storage tank replacement project, including three tanks from 1931, 1946, and 1958, along with pump station and distribution upgrades. Extensive public outreach has reduced resident pushback by increasing transparency.

Ratepayer Engagement & Feedback

The tank project has increased public interest in system costs. Long-term budget forecasts, including MWRA assessment discussions, occur at Select Board and Finance Committee meetings. Residents often raise concerns about the highest tier of the water rate structure during heavy irrigation use.

Regulatory/Emerging Issues

Weston reports no PFAS challenges. The Lead and Copper Rule remains significant, with about 300 unknown services still to be verified. The Town is working through its process and expects completion next year. Weston is also developing a more robust preventative maintenance program, including valve exercising and flushing, though staffing limits progress.

Workforce & Staffing

Hiring and training are ongoing challenges. Two retirements are expected within three years in a four-person division. Weston plans to request two new positions to train ahead of these departures. Recruitment efforts include outreach to technical schools and reviving a pre-COVID internship program. Retention focuses on competitive pay, communication, and investment in equipment.



Weston (W)

FY 2026 MWRA Assessments

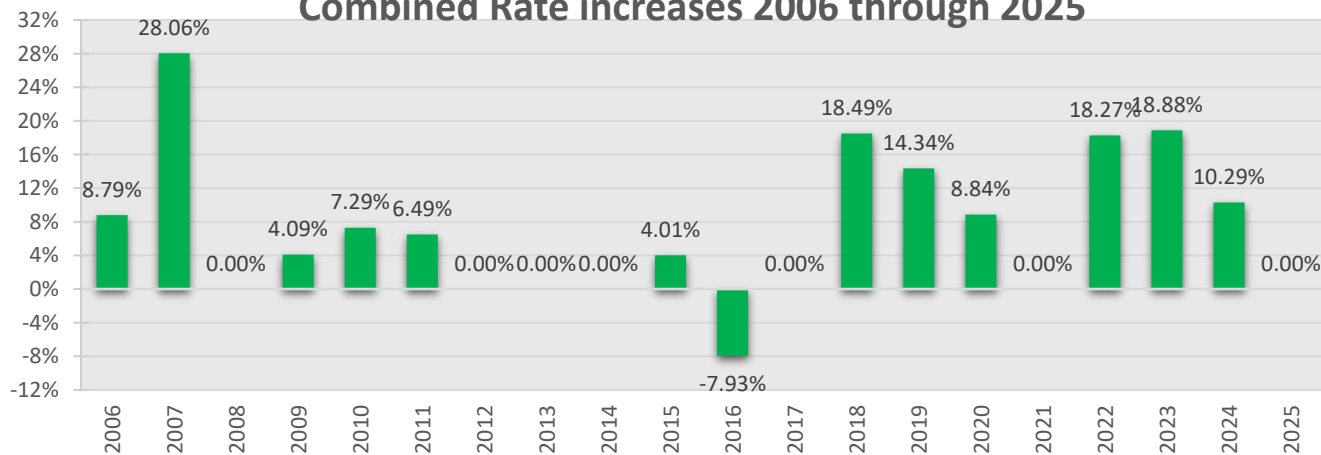
	FY25	FY26	Δ%
Water	\$2,462,486	\$2,935,214	19.2%
Sewer	-	-	-
Combined	\$2,462,486	\$2,935,214	19.2%

Enterprise Fund Expenses *From Division of Local Services

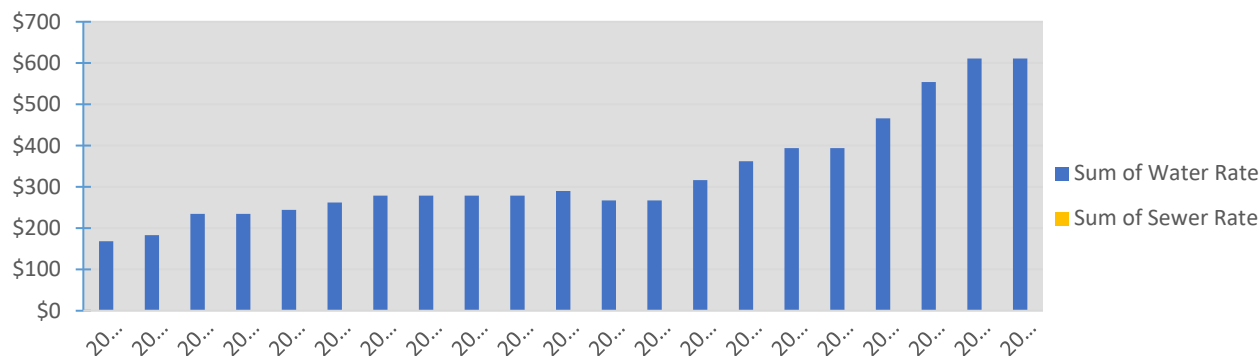
	FY24	FY25	Δ%
Water	\$4,319,041	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	N/A	N/A	N/A

Assessment impact: MWRA assessments have increased, but rate hikes are driven mainly by the upcoming tank replacement project and other large system upgrades.

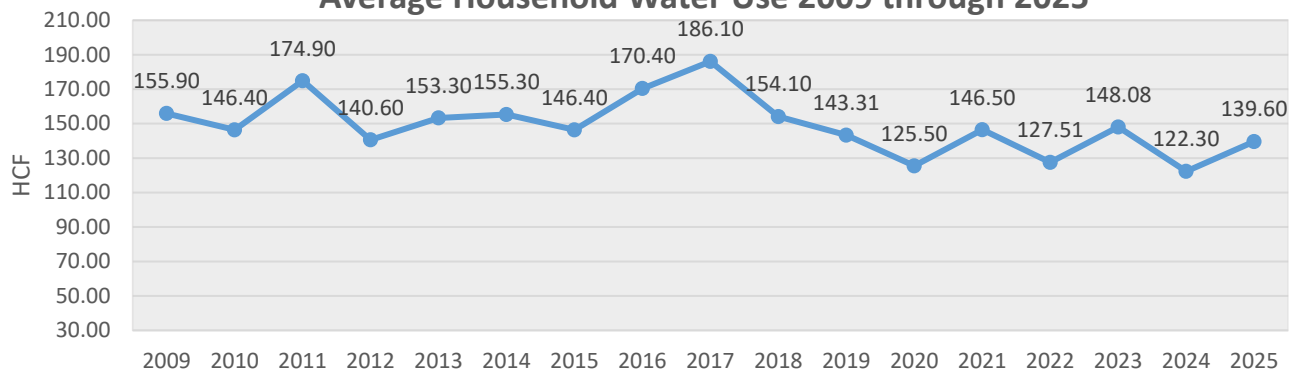
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Westwood (S/ partial W)



Residential Water Rates:

Last adjusted: July 2025

Fund: Enterprise

Minimum charge per bill
HCF (5/8" meter) \$9.86
0 – 6 HCF \$ 5.40/HCF
7 – 20 HCF \$ 7.61 "
21 - 99 HCF \$ 10.74 "
>99 HCF \$ 15.14 "
Billing Frequency: Monthly

Residential Sewer Rates:

Last adjusted: July 2022

Fund: Enterprise

Base charge (5/8" meter) \$15.00/quarter
0 – 25 HCF \$ 6.25/HCF
>25 – 70 HCF \$ 9.28 "
>70 HCF \$16.61 "
Billing Frequency: Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$878.28	14.61%
Sewer	\$870.60	0.00%
Combined	\$1,748.88	6.84%

Annual Cost Based on Local, State & Federal Data

(71.4 HCF – See Appendix C
for Data & Calc.)

Water	\$509.76
Sewer	\$506.25
Combined	\$1,016.01

Commercial Water Rates:

0 – 25 HCF \$5.40/HCF
>25 HCF \$ 8.77 "

Commercial Sewer Rates:

Same as residential

Additional Data by Community

Does this Community Use Second
Meters? Yes

Does this Community Offer Senior
and/or Low Income Discounts? No

Stormwater

Current Funding Source of
Stormwater-Related Costs:

Tax Levy (DPW Budget)

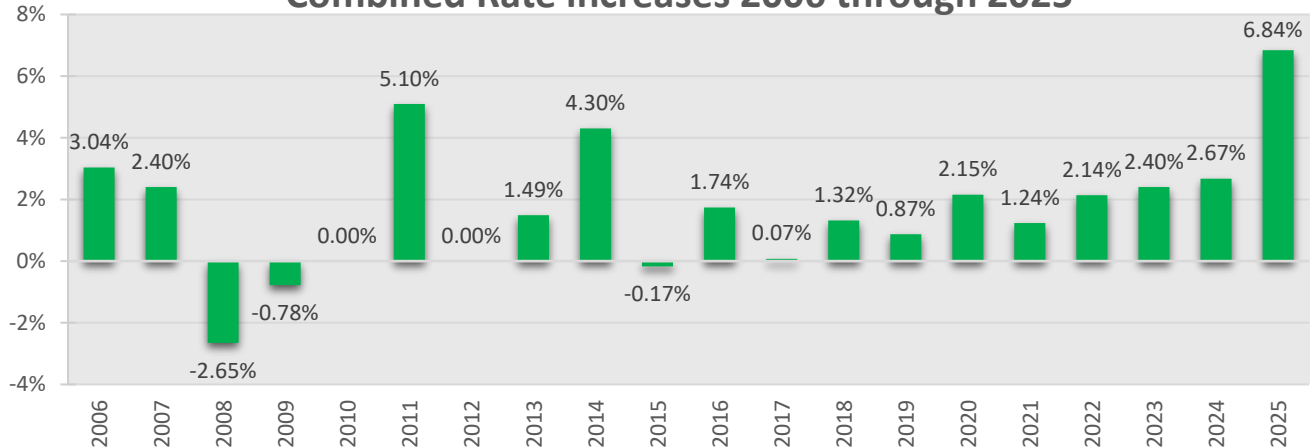


Westwood (S/ partial W)

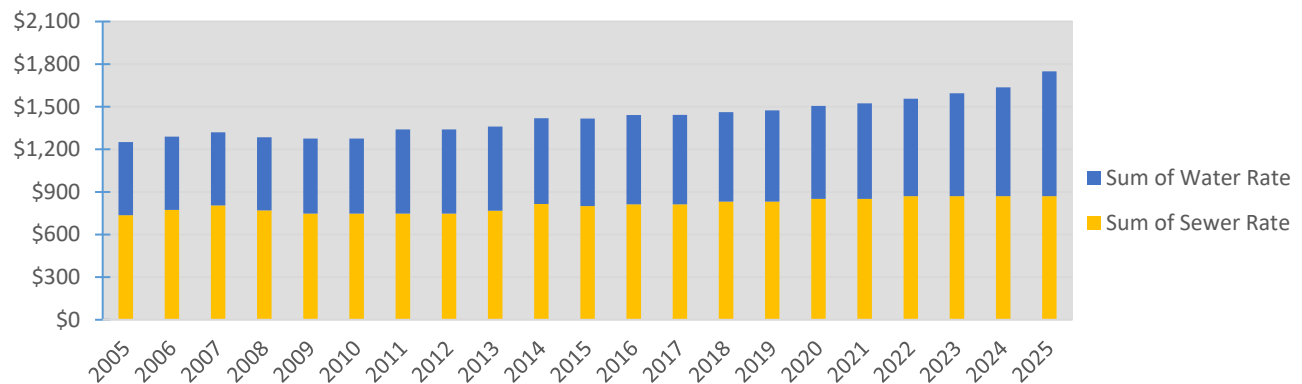
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$3,171,027	\$3,065,348	-3.3%
Combined	\$3,171,027	\$3,065,348	-3.3%

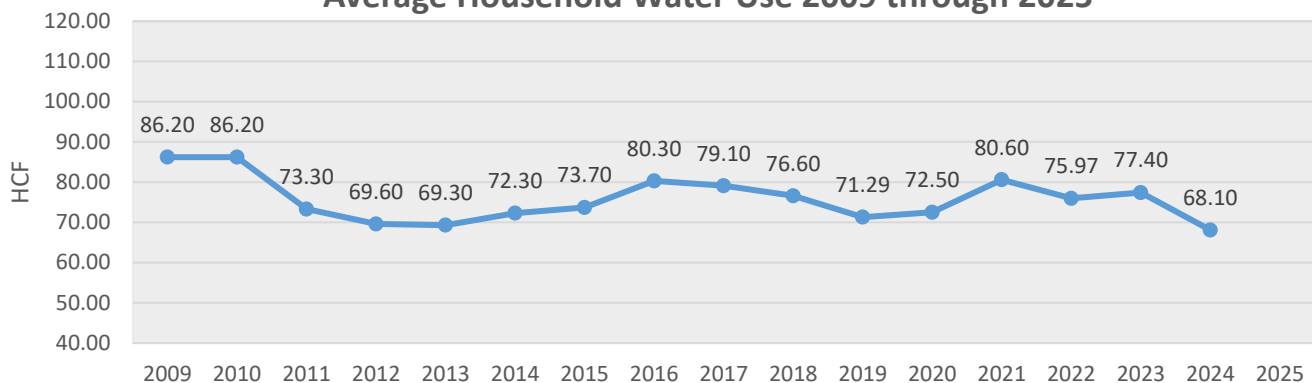
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Weymouth (S)



Residential Water Rates:

Last adjusted:	July 2025
Base charge (5/8" meter)	\$14.25/bill
0 – 27 HCF	\$5.64/HCF
>27 HCF	\$9.02"
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Base charge (5/8" meter)	\$8.20/bill
0 – 27 HCF	\$9.61/HCF
>27 HCF	\$16.03 "
Billing Frequency:	Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$774.36	1.96%
Sewer	\$1,263.04	1.99%
Combined	\$2,037.40	1.98%

Annual Cost Based on Local, State & Federal Data

(54.2 HCF – See Appendix C
for Data & Calc.)

Water	\$362.69
Sewer	\$553.66
Combined	\$916.35

Additional Information Provided by Community

Note: This community did not submit a Beyond the Numbers Questionnaire for the 2025 Retail Rate Survey. The summary below reflects its 2024 responses and may not represent current conditions.

Weymouth operates its water and sewer systems as enterprise funds and offers seniors a 20 dollar per year discount on water bills. FY25 water operating expenses were approximately 11.48 million dollars, with 4.4 percent of bills lienied. The town reported no recent revenue shortfalls, and unaccounted-for water was 22 percent. A two-tier rate structure applies to all users. Five-year water capital needs totaled 30 million dollars, with 10 million dollars planned for water main replacements and water treatment plant upgrades.

For sewer, FY25 operating expenses were approximately 18.57 million dollars, with 4.6 percent of bills lienied. The town does not offer sewer discounts. Sewer charges are based on 100 percent of water use, and irrigation meters are not allowed. A two-tier rate structure applies. Five-year sewer capital needs totaled 40 million dollars, with 20 million dollars planned for inflow and infiltration work, pump station rehabilitation, and sewer main replacements.

Weymouth is still assessing its stormwater capital needs. Annual operations and maintenance costs were less than 10,000 dollars, and the town has not explored establishing a stormwater utility, relying instead on existing funding mechanisms.

The town expressed concern about PFAS management and anticipated annual costs of approximately 250,000 dollars for testing and activated carbon replacement. Weymouth has joined class action lawsuits and hired a private law firm to address PFAS settlement issues.

Under the Lead and Copper Rule, Weymouth identified 4 lead service lines, 40 galvanized requiring replacement lines, and 600 unknowns. The water department replaces lead service lines when they are identified.



Weymouth (S)

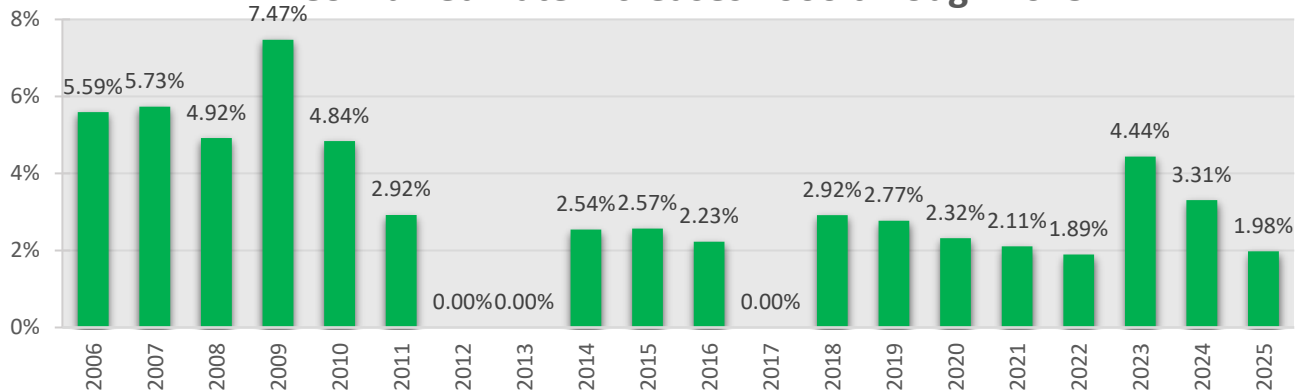
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	-	-	-
Sewer	\$14,167,109	\$14,288,678	0.9%
Combined	\$14,167,109	\$14,288,678	0.9%

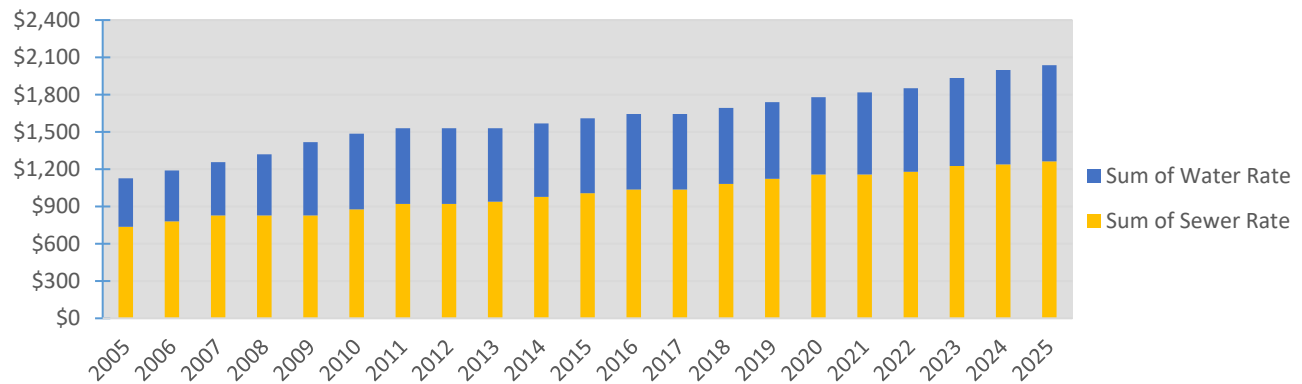
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$10,361,992	N/A	N/A
Sewer	\$18,043,698	N/A	N/A
Combined	\$28,405,690	N/A	N/A

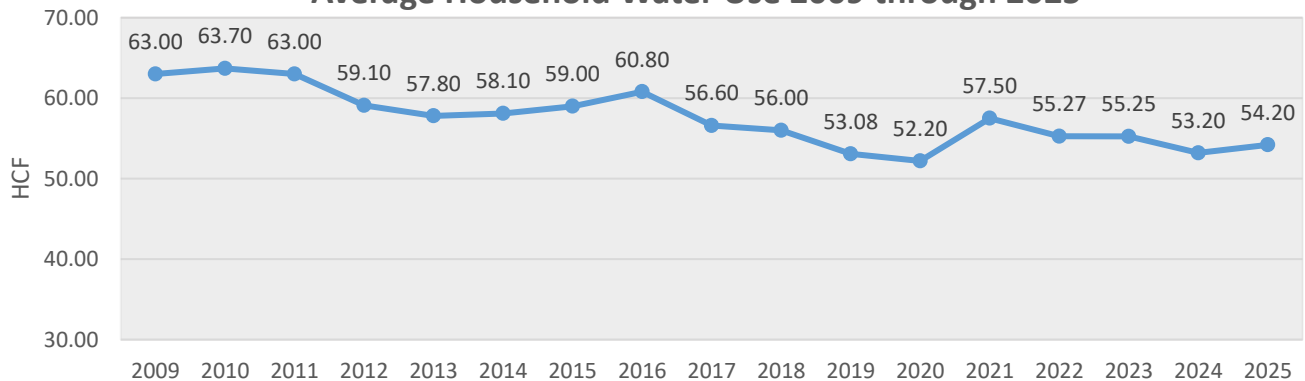
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Wilbraham (W)



Residential Water Rates:

Last adjusted:	October 2025
Fund:	Enterprise
Minimum bill	\$72.00
Residential Tier	
0 – 100 HCF	\$4.80/HCF
100 – 200 HCF	\$5.25
>200 HCF	\$5.50
Billing Frequency:	Semi-Annually

Residential Sewer Rates:

Last adjusted:	April 2025
Fund:	Enterprise
Minimum commercial bill	\$90.00
Minimum residential bill	\$75.00
Residential	\$5.00/HCF
Commercial	\$6.00/HCF
Maximum bill (single family home) with Cap (120 HCF)	\$600.00
Flat Rate (66 HCF)	\$330.00
Billing Frequency:	Semi-Annually

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$576.00	16.50%
Sewer	\$600.00	8.70%
Combined	\$1094.40	12.39%

Annual Cost Based on Local, State & Federal Data

(110.3 HCF – See Appendix C
for Data & Calc.)

Water	\$529.44
Sewer	\$551.50
Combined	\$1,080.94

- Wilbraham receives wholesale water from MWRA and wastewater services from the City of Springfield.

Commercial Water Rates:

All units	\$ 4.80/HCF
Commercial Minimum:	same as residential

Commercial Sewer Rates:

All units	\$ 6.00/HCF
Commercial Minimum:	\$90.00

Additional Data by Community

Does this Community Use Second Meters?	Yes	Does this Community Offer Senior and/or Low Income Discounts?	No
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Stormwater

Current Funding Source of
Stormwater-Related Costs:

Tax Levy (DPW Budget)



Wilbraham (W)

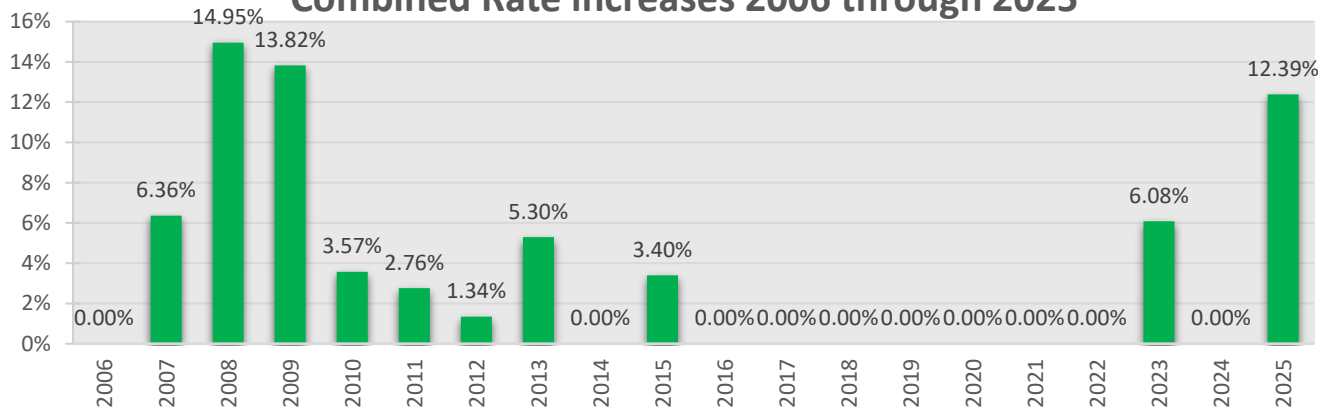
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$857,930	\$939,166	9.5%
Sewer	-	-	-
Combined	\$857,930	\$939,166	9.5%

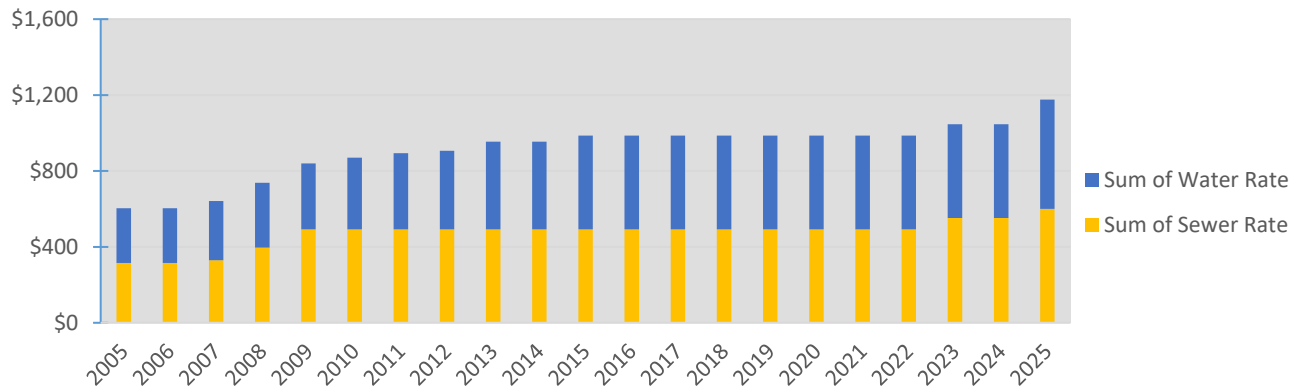
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$2,163,236	\$2,303,127	6.5%
Sewer	\$1,360,314	\$1,372,019	0.86%
Combined	\$3,523,550	\$3,675,146	4.3%

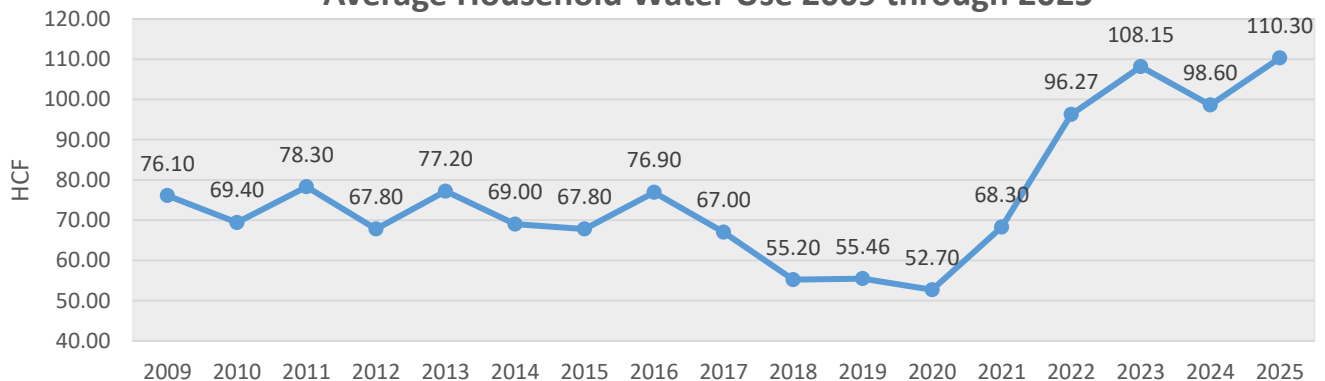
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Wilmington (S/partial W)



Residential Water Rates:

Last adjusted: May 2025

0 – 10 HCF	\$5.15/HCF
10 – 20 HCF	\$5.76 "
20 – 30 HCF	\$6.92 "
>30 HCF	\$9.22 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: May 2025

All units \$6.66/HCF

Based on 100% of water usage.

Billing Frequency: Quarterly

Billing Practices: Wilmington does not allow irrigation meters. Sub-metering is permitted, but the Town reads only the primary meter and bills the property owner; any internal allocation is handled by the owner. All customers are billed quarterly, and there are no plans to move to monthly billing.

Annual Cost AWWA Standard for Historical Comparison (120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$713.20	14.29%
Sewer	\$799.20	7.94%
Combined	\$1,512.40	10.85%

Annual Cost Based on Local, State & Federal Data (76.8 HCF – See Appendix C for Data & Calc.)

Water	\$417.97
Sewer	\$511.49
Combined	\$929.46

Additional Information Provided by Community

Community Challenges

Large capital project costs and rising operating expenses continue to strain budgets. Regulatory requirements, including changes to the Lead and Copper Rule and ongoing PFAS concerns, add financial and operational pressure.

Ratepayer Engagement & Feedback

Water and sewer budgets are presented at televised Finance Committee meetings. Ratepayer feedback focuses on affordability.

Regulatory/Emerging Issues

Wilmington anticipates continued PFAS treatment costs, relying on granular activated carbon filters that must be replaced more frequently. The Town reports full compliance with the Lead and Copper Rule and has identified no lead service lines or galvanized requiring replacement. No other regulatory issues were noted.

Workforce & Staffing

Retirements of long-serving employees have resulted in a loss of institutional knowledge. Recruiting and retaining licensed drinking water operators is difficult, and passing certification exams has been a challenge for new and existing staff.



Wilmington (S/partial W)

FY 2026 MWRA Assessments

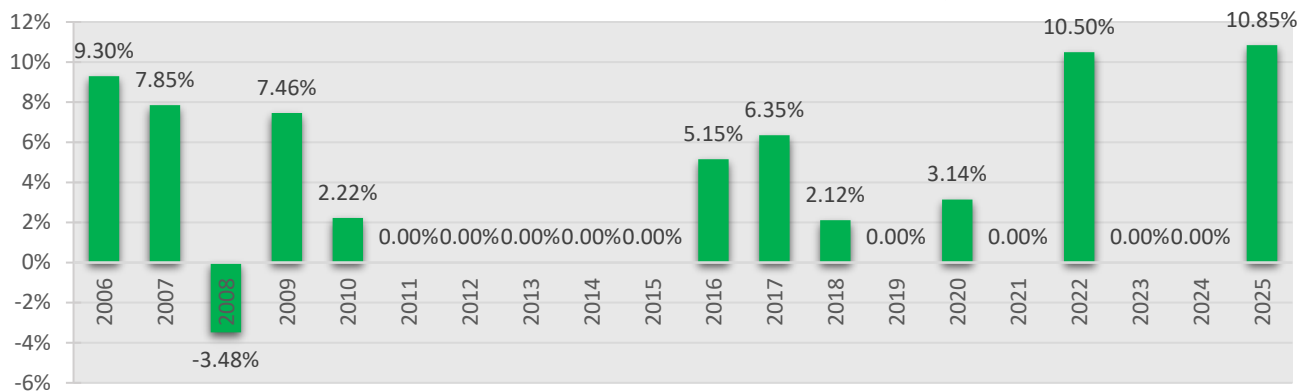
	FY25	FY26	Δ%
Water	\$484,407	\$1,102,504	127.6%
Sewer	\$3,341,156	\$3,385,069	1.3%
Combined	\$3,825,563	\$4,487,573	17.3%

Enterprise Fund Expenses *From Division of Local Services

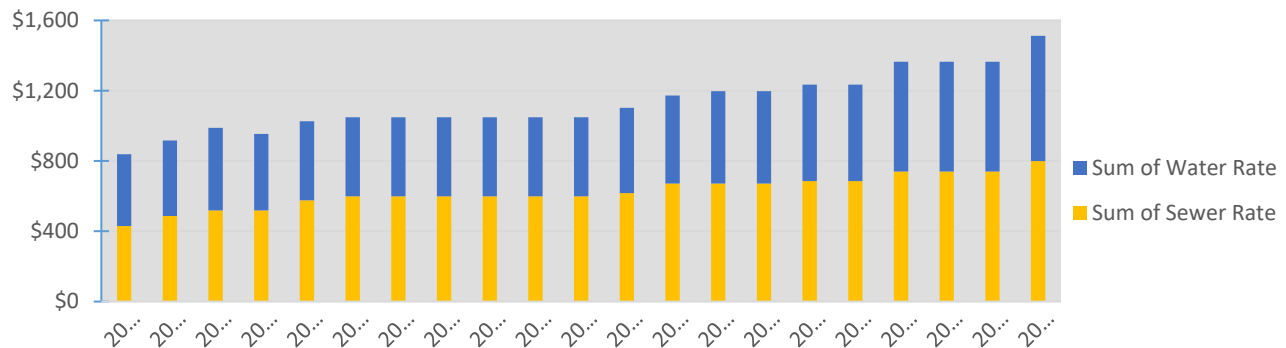
	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	\$3,336,111	\$3,690,178	10.61%
Combined	N/A	N/A	N/A

Assessment impact: MWRA assessments have grown as a share of the budgets. As a partial MWRA water community, year-to-year water assessments fluctuate, but both water and sewer assessments have contributed to necessary rate increases.

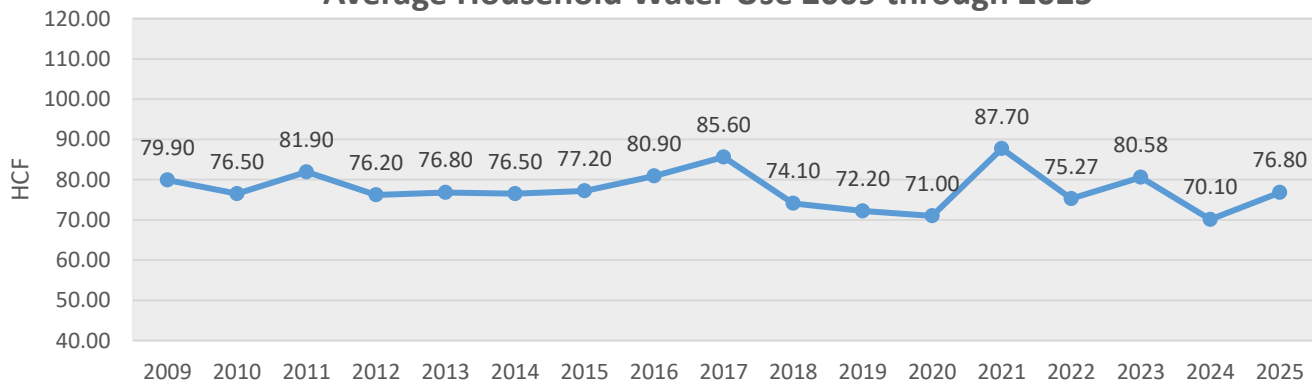
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Winchester (S/ partial W)



Residential Water Rates:

Last adjusted: April 2025

Service charge*	\$35.00/bill
0 – 15 HCF	\$2.12/HCF
15 – 45 HCF	\$5.24 "
>45 HCF	\$8.36 "

Billing Frequency: Quarterly

Residential Sewer Rates:

Last adjusted: April 2025

0 – 15 HCF	\$2.15/HCF
15 – 45 HCF	\$6.80 "
>45 HCF	\$10.57 "

Based on 100% of water usage.

Billing Frequency: Quarterly

Annual Cost AWWA Standard for Historical Comparison

(120 HCF ≈ 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$581.60	6.02%
Sewer	\$537.00	7.96%
Combined	\$1,118.60	6.94%

Annual Cost Based on Local, State & Federal Data

(87.9 HCF – See Appendix C
for Data & Calc.)

Water	\$413.40
Sewer	\$318.72
Combined	\$732.12

Billing Practices: Winchester allows irrigation meters, which are billed separately on an annual basis. Non-sewered flows are still charged sewer. Sub-metering is not allowed. All residential and commercial customers are billed quarterly, with no plans to move to monthly billing.

Additional Information Provided by Community

Community Challenges

Aging infrastructure is Winchester's primary challenge in managing its water and sewer systems.

Ratepayer Engagement & Feedback

The Select Board engages residents through public meetings to discuss system investments and rates, including the relationship between MWRA assessments and local rates. Ratepayers most often express affordability concerns.

Regulatory/Emerging Issues

Winchester reports non-detect levels for PFAS. The Town conducts annual water service line investigations and lead removals to comply with the Lead and Copper Rule. No other anticipated regulatory mandates were identified.

Workforce & Staffing

Winchester reports no workforce challenges and is fully staffed. No specific recruitment or retention strategies were required.



Winchester (S/ partial W)

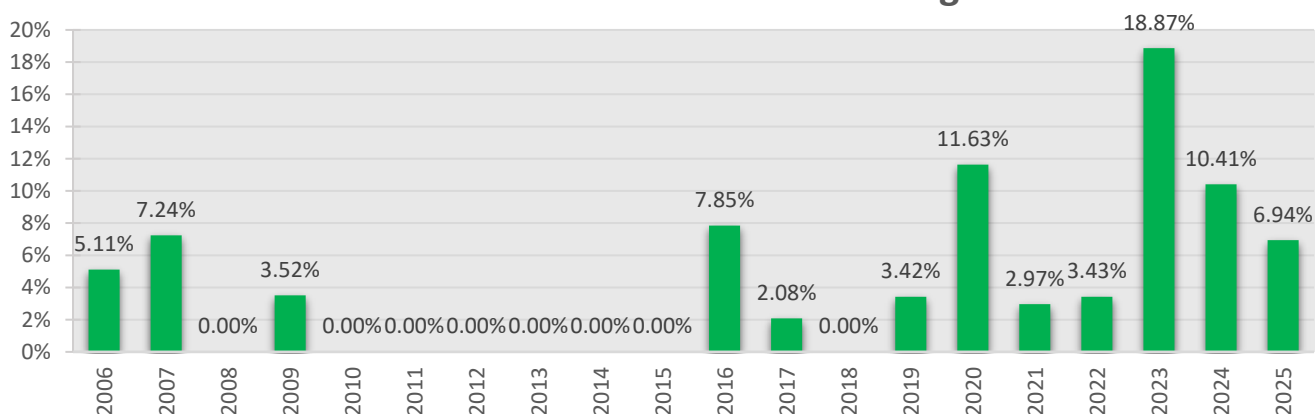
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$2,034,253	\$2,410,018	18.5%
Sewer	\$5,385,020	\$5,755,305	6.9%
Combined	\$7,419,273	\$8,165,323	10.1%

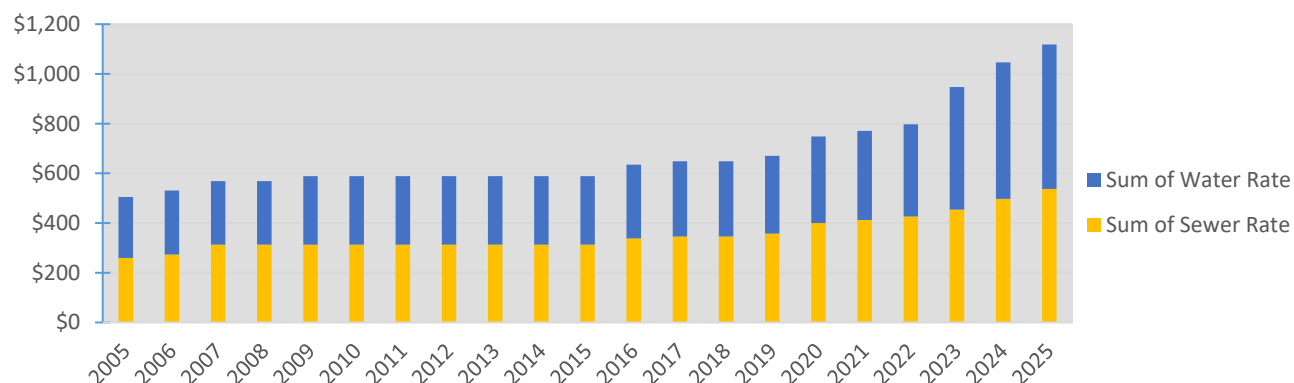
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$11,893,299	N/A	N/A

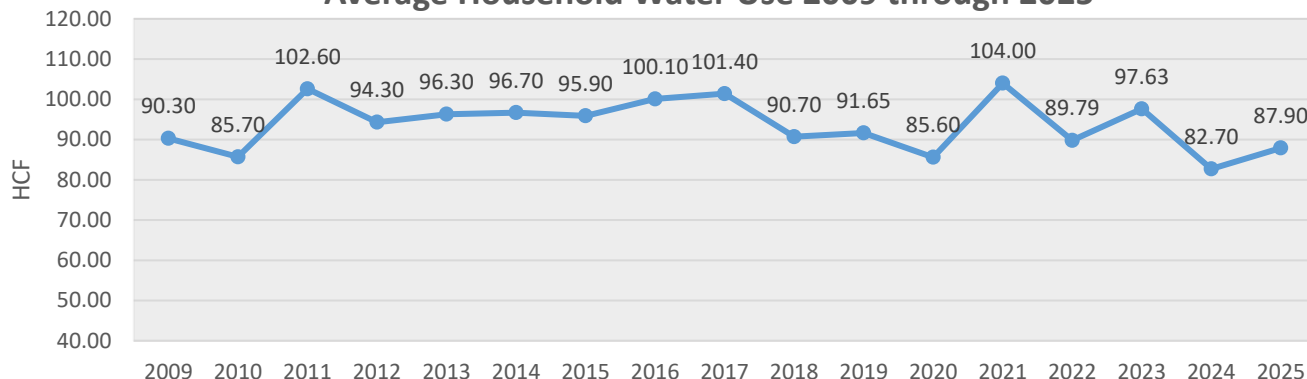
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Winthrop (W/S)



Residential Water and Sewer Rates:

Last adjusted: August 2025

Minimum charge \$50.00/quarter

All units \$26.84/HCF

Billing Frequency: Quarterly

The community of Winthrop has reported that it has one enterprise fund between it's water and sewer utilities. The Advisory Board has calculated the average water use by equally dividing it between water and sewer.

Billing Practices: Winthrop does not allow irrigation meters. Sub-metering is allowed, but the Town bills only the master meter for each deeded property.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$1,610.40	2.17%
Sewer	\$1,610.40	2.17%
Combined	\$3,220.80	2.17%

Annual Cost Based on Local, State & Federal Data

(49.5 HCF – See Appendix C

for Data & Calc.)

Water	\$1,328.58
Sewer	\$1,328.58
Combined	\$2,657.16

Additional Information Provided by Community

Community Challenges

Winthrop's primary challenge is addressing unfunded mandates, which place significant pressure on the water and sewer budget. Rising MWRA assessments directly contribute to local rate increases.

Ratepayer Engagement & Feedback

The Town engages residents and policy makers through public meetings, website updates, and informational inserts included with water and sewer bills. Ratepayer feedback most often centers on affordability concerns.

Regulatory/Emerging Issues

Winthrop is raising rates to help meet the cost of mandated work. The Town is in full compliance with the federal Lead and Copper Rule and remains committed to removing all remaining lead services. Unfunded DEP stormwater mandates and drainage challenges related to sea level rise add further financial strain.

Workforce & Staffing

Winthrop struggles to retain licensed staff, as trained employees often leave for higher-paying positions at MWRA. The Town has increased wages and added incentives through union contracts, though compensation still does not match MWRA levels.



Winthrop (W/S)

FY 2026 MWRA Assessments

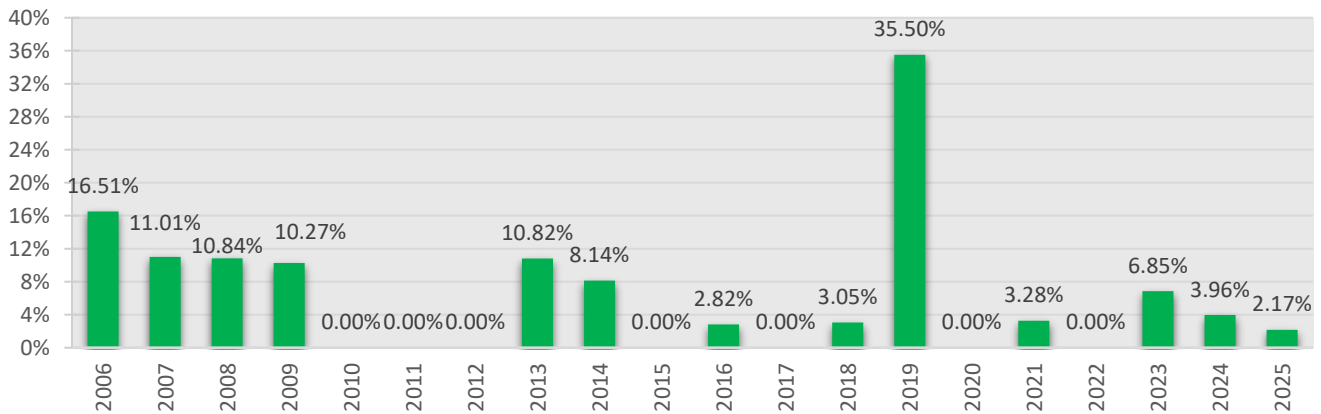
	FY25	FY26	Δ%
Water	\$2,127,216	\$2,047,059	-3.8%
Sewer	\$4,029,198	\$4,209,668	4.5%
Combined	\$6,156,414	\$6,256,727	1.6%

Enterprise Fund Expenses *From Division of Local Services

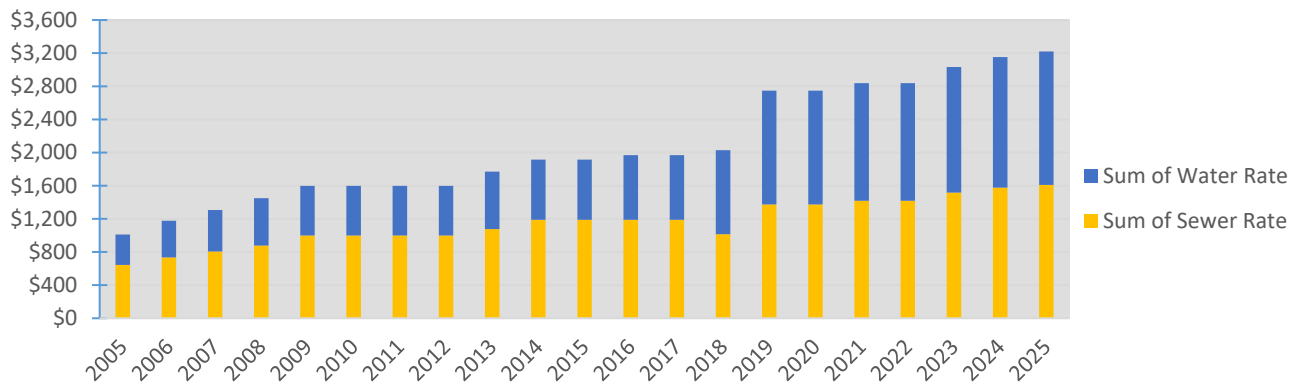
	FY24	FY25	Δ%
Water	N/A	N/A	N/A
Sewer	N/A	N/A	N/A
Combined	\$10,007,647	\$11,088,659	10.80%

Assessment impact: Water and sewer assessment increases have a direct effect on Winthrop's rates.

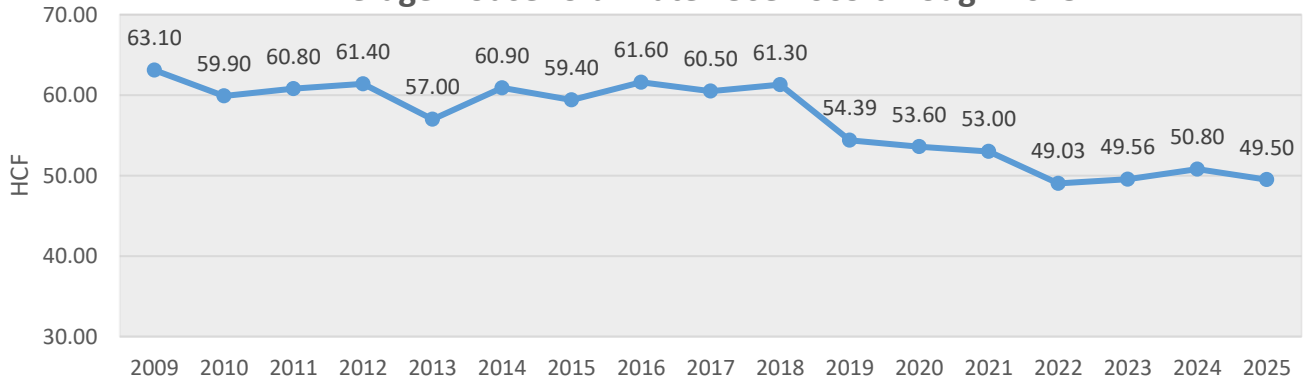
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Woburn (S/ partial W)



Residential Water Rates:

Last adjusted: July 2021
 Next adjustment scheduled: Unknown
 Fund: Enterprise

Flat rate of \$189.62 per bill

Billing Frequency: Semi-Annually

Residential Sewer Rates:

Last adjusted: July 2021
 Next adjustment scheduled: Unknown
 Fund: Enterprise

Flat rate of \$147.50 per bill

Billing Frequency: Semi-Annually

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$379.24	0.00%
Sewer	\$295.00	0.00%
Combined	\$674.24	0.00%

Annual Cost Based on Local, State & Federal Data

(115.8 HCF – See Appendix C
for Data & Calc.)

Water	\$379.24
Sewer	\$295.00
Combined	\$674.24

Commercial Water Rates:

All units \$ 8.51/HCF
 Commercial Minimum: \$143.75

Commercial Sewer Rates:

All units 177% of water bill

Additional Data by Community

Does this Community Use Second Meters?	No	Does this Community Offer Senior and/or Low Income Discounts?	Yes, Senior
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Stormwater

Current Funding Source of
Stormwater-Related Costs:

Tax Levy (DPW Budget)



Woburn (S/ partial W)

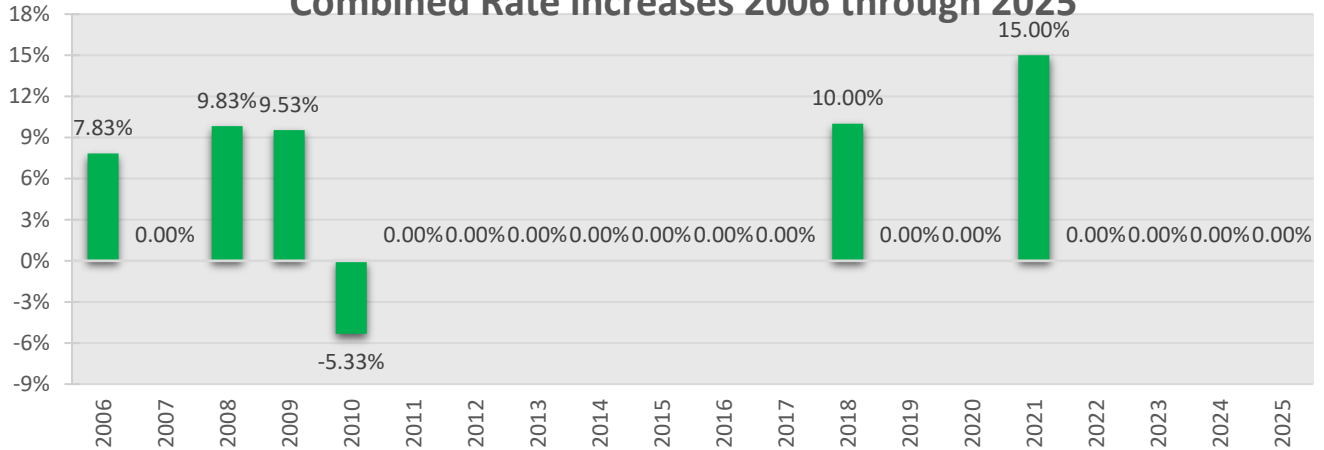
FY 2026 MWRA Assessments

	FY25	FY26	Δ%
Water	\$5,715,234	\$5,759,665	0.8%
Sewer	\$11,159,078	\$11,559,336	\$3.6%
Combined	\$16,874,312	\$17,319,001	2.6%

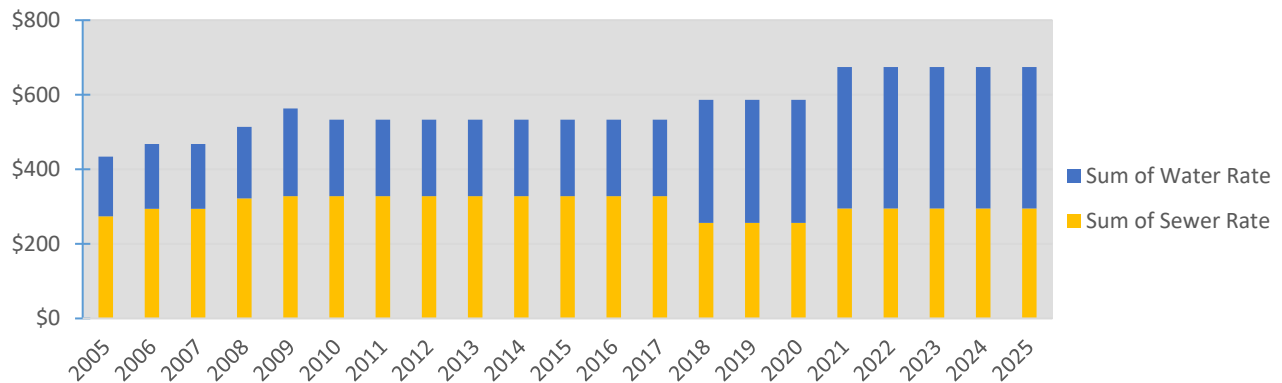
Enterprise Fund Expenses *From Division of Local Services

	FY24	FY25	Δ%
Water	\$9,785,819	\$9,770,896	-0.15%
Sewer	\$11,247,454	\$12,120,934	7.77%
Combined	\$21,033,273	\$21,891,830	4.08%

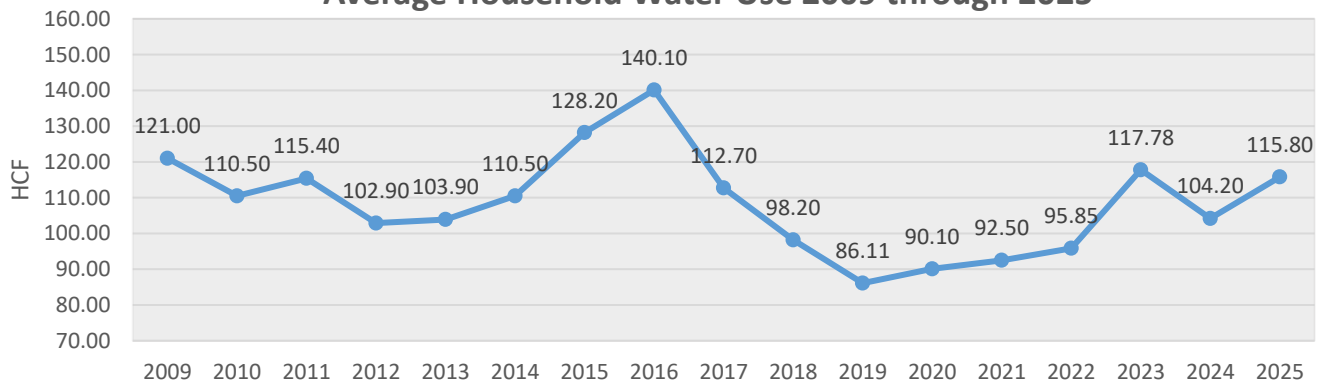
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



Worcester (partial W)



Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
All units	\$3.85/HCF
Billing Frequency:	Quarterly

Residential Sewer Rates:

Last adjusted:	July 2025
Fund:	Enterprise
All units	\$9.49/HCF
Based on 80% of water usage. (For meters 1" and larger, sewer usage is based upon 100% of water usage)	
Billing Frequency:	Quarterly

Billing Practices: Worcester allows direct-reading meters on irrigation systems only and does not permit secondary, subtraction, or deduction meters. Sub-metering is not allowed for multi-unit or multi-family properties. Residential customers are billed quarterly. The City's top 500 water users are billed monthly, and Worcester plans to transition all customers to monthly billing once a full meter changeout program is complete.

Annual Cost AWWA Standard for Historical Comparison

(120 HCF \approx 90,000 gals.)

Utility	Rate	Change from 2024
Water	\$462.00	0.79%
Sewer	\$911.04	4.06%
Combined	\$1,373.04	2.93%

Annual Cost Based on Local, State & Federal Data

(53.4 HCF – See Appendix C
for Data & Calc.)

Water	\$205.59
Sewer	\$405.41
Combined	\$611.00

Additional Information Provided by Community

Community Challenges

Worcester's primary challenges are aging infrastructure and securing the resources needed to rehabilitate or replace it. Increasing regulatory mandates, including Lead and Copper Rule requirements, have added staffing demands and contributed to budget pressures.

Ratepayer Engagement & Feedback

The City maintains a robust customer service program that allows for direct feedback from residents. Public notifications and updates are shared through social media and the City website. The most common feedback relates to infrastructure issues, particularly water main breaks and resulting water quality concerns such as rusty water.

Regulatory/Emerging Issues

Worcester does not anticipate new PFAS-related costs in the coming year and expects routine sampling and monitoring to continue as planned. The City is working to verify service line records and close data gaps, using statistical analysis to address remaining unknown materials. Lead and copper sampling is scheduled for 2026, with continued compliance anticipated. No other regulatory mandates are expected to significantly affect operations or finances.

Workforce & Staffing

The retirement of long-tenured staff poses a significant challenge due to the loss of institutional knowledge. Worcester offers stipends for licensed distribution and treatment operators, encourages ongoing training and certification, and participates in career fairs with MWWA to promote entry into the water and wastewater professions.



Worcester (partial W)

FY 2026 MWRA Assessments

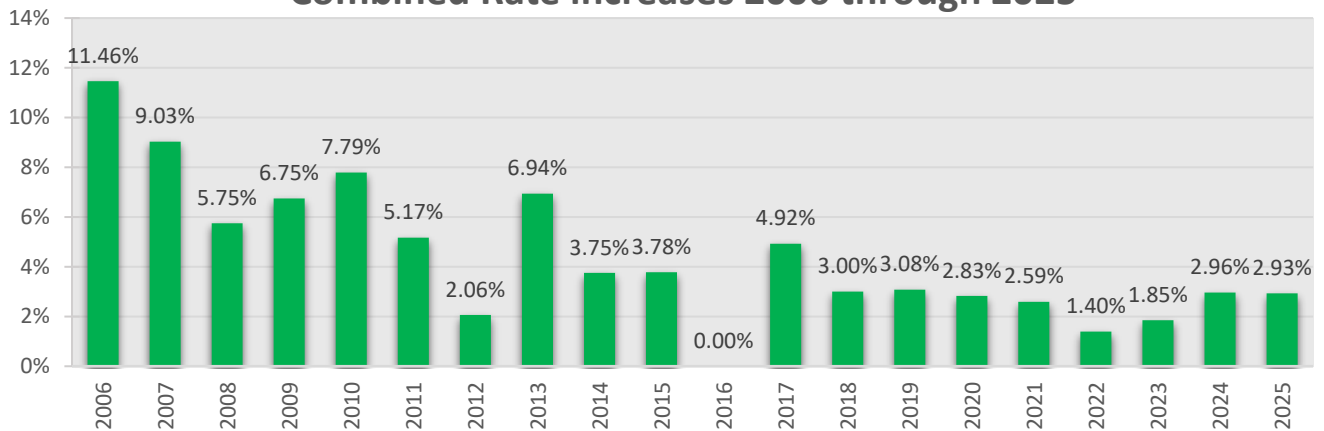
	FY25	FY26	Δ%
Water	\$0	\$0	\$0
Sewer	-	-	-
Combined	\$0	\$0	\$0

Enterprise Fund Expenses *From Division of Local Services

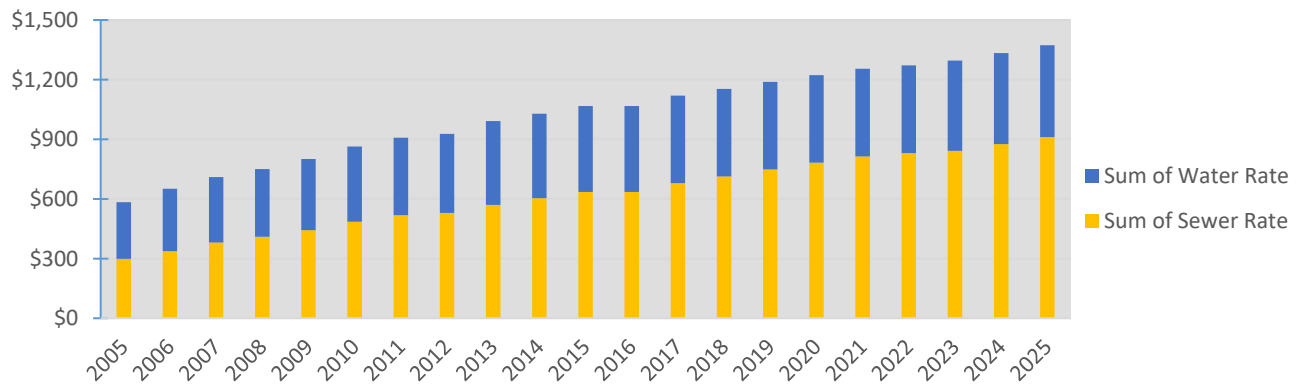
	FY24	FY25	Δ%
Water	\$25,167,236	\$27,049,276	7.48%
Sewer	\$48,554,870	\$50,300,934	3.60%
Combined	\$73,722,106	\$77,350,210	4.92%

Assessment impact: MWRA assessments have remained stable in recent years and have not materially affected rate setting or planning.

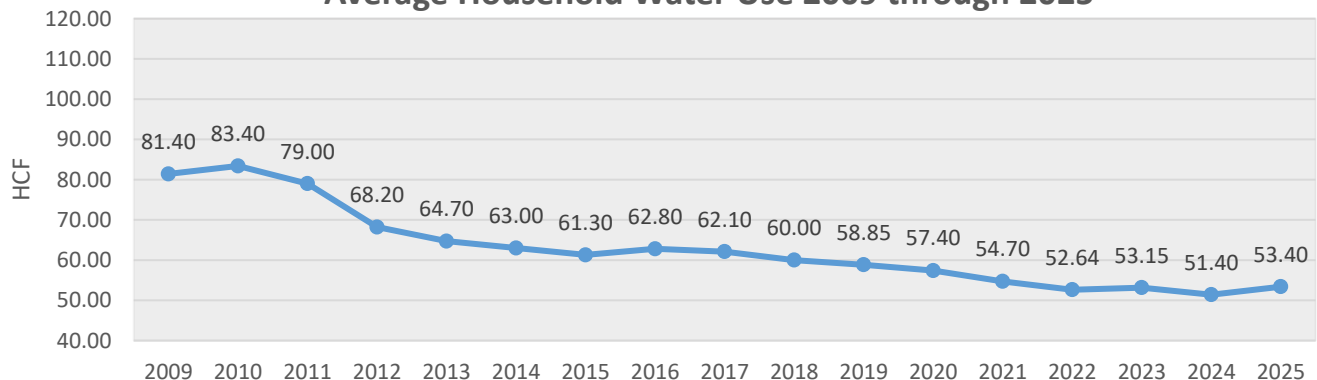
Combined Rate increases 2006 through 2025



Combined Water and Sewer Rates 2005 through 2025



Average Household Water Use 2009 through 2025



**SELECT NON-MWRA MASSACHUSETTS
COMMUNITIES 2025
WATER AND SEWER CHARGES**

BARNSTABLE COUNTY 2025

	Population	Water	Sewer	Combined
Barnstable	49,532	\$771.60	\$842.40	\$1,614.00
Dennis	14,932	\$464.00		\$464.00
Eastham	5,822	\$732.50		\$732.50
Falmouth	33,104	\$689.00	\$842.20	\$1,531.20
Harwich	13,647	\$477.70	\$626.94	\$1,104.64
Mashpee	15,468	\$280.00		\$280.00
Orleans	6,422	\$723.50	\$884.00	\$1,607.50
Provincetown	3,723	\$764.30	\$1,438.65	\$2,202.95
Yarmouth	25,244	\$419.10		\$419.10
AVERAGE		\$532.17	\$772.37	\$1,304.54
<i>(excludes water-only and sewer-only listings, and MWRA utilities)</i>				
<i>Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal</i>				
<i>Average does not include unavailable data or non-sewered communities.</i>				

BERKSHIRE COUNTY 2025

	Population	Water	Sewer	Combined
Adams	8,047	\$787.50		\$787.50
Lanesborough	3,016	\$1,112.00		\$1,112.00
Lee	5,707	\$830.80	\$1,515.20	\$2,346.00
Lenox	5,064	\$739.80	\$1,506.60	\$2,246.40
North Adams	12,777	\$484.80	\$231.60	\$716.40
Pittsfield	43,310	\$460.08	\$822.64	\$1,282.72
Stockbridge	1,998	\$607.20	\$681.60	\$1,288.80
Williamstown	7,663	\$462.00	\$397.20	\$859.20
AVERAGE		\$685.52	\$859.14	\$1,304.54
<i>(excludes water-only and sewer-only listings, and MWRA utilities)</i>				
<i>Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal</i>				
<i>Average does not include unavailable data or non-sewered communities.</i>				

BRISTOL COUNTY

2025

	Population	Water	Sewer	Combined
Acushnet	10,585	\$913.20	\$1,340.00	\$2,253.20
Attleboro	46,601	\$1,017.60	\$1,402.92	\$2,420.52
Dighton	8,168	\$721.20	\$594.00	\$1,315.20
Easton	25,240	\$531.34	\$1,350.00	\$1,881.34
Fall River	93,682	\$564.80	\$973.20	\$1,538.00
Freetown	9,236	\$1,077.60	\$1,590.00	\$2,667.60
Mansfield	23,816	\$1,003.99	\$1,497.88	\$2,501.87
New Bedford	100,682	\$615.69	\$1,036.76	\$1,652.45
North Attleborough	30,930	\$680.50	\$998.80	\$1,679.30
Norton	19,108	\$1,281.40	\$821.94	\$2,103.34
Raynham	15,474	\$439.50	\$492.00	\$931.50
Seekonk	15,649	\$662.06		\$662.06
Swansea	17,307	\$295.00		\$295.00
Taunton	59,922	\$842.04	\$938.40	\$1,780.44
AVERAGE		\$760.42	\$1,086.33	\$1,846.75
<i>(excludes water-only and sewer-only listings, and MWRA utilities)</i>				
<i>Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal</i>				
<i>Average does not include unavailable data or non-sewered communities.</i>				

ESSEX COUNTY

2025

	Population	Water	Sewer	Combined
Amesbury	17,179	\$1,319.70	\$870.00	\$2,189.70
Andover	36,363	\$638.88	\$610.56	\$1,249.44
Beverly	42,235	\$510.00	\$874.80	\$1,384.80
Danvers	27,781	\$1,154.16	\$1,067.68	\$2,221.84
Essex	3,668	\$1,183.32	\$2,826.00	\$4,009.32
Georgetown	8,408	\$1,205.28		\$1,205.28
Gloucester	29,836	\$1,079.10	\$1,790.10	\$2,869.20
Groveland	6,721	\$1,123.80	\$1,220.80	\$2,344.60
Haverhill	67,153	\$711.60	\$954.00	\$1,665.60
Ipswich	13,848	\$1,742.20	\$1,970.40	\$3,712.60
Lawrence	87,954	\$452.40	\$488.40	\$940.80
Lynn	100,891	\$590.76	\$1,084.32	\$1,675.08
Lynnfield	12,951	\$1,166.90		\$1,166.90
Manchester By The Sea	5,354	\$913.56	\$2,190.00	\$3,103.56
Marblehead	20,233	\$1,029.20	\$1,632.00	\$2,661.20
Merrimac	6,699	\$1,176.00	\$1,667.64	\$2,843.64
Methuen	53,241	\$655.13	\$542.70	\$1,197.83
Nahant	3,289	\$1,329.60	\$1,600.80	\$2,930.40
Newburyport	18,662	\$1,013.60	\$1,434.80	\$2,448.40
North Andover	31,295	\$526.00	\$845.60	\$1,371.60
Peabody	53,896	\$524.00	\$758.40	\$1,282.40
Rockport	6,925	\$1,753.00	\$2,142.20	\$3,895.20
Rowley	6,283	\$1,932.00		\$1,932.00
Salem	44,722	\$578.40	\$993.60	\$1,572.00
Salisbury	9,189	\$727.20	\$120.00	\$847.20
Saugus	28,547	\$873.40	\$631.80	\$1,505.20
Swampscott	15,280	\$1,317.76	\$1,130.68	\$2,448.44
Wenham	4,926	\$543.00		\$543.00
West Newbury	4,562	\$1,839.70		\$1,839.70
AVERAGE		\$1,021.02	\$1,226.97	\$2,247.99

(excludes water-only and sewer-only listings, and MWRA utilities)

Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal

Average does not include unavailable data or non-sewered communities.

HAMPDEN COUNTY

2025

	Population	Water	Sewer	Combined
Agawam	28,393	\$493.60	\$541.08	\$1,034.68
Blandford	1,210	\$1,136.24		\$1,136.24
Chicopee	54,980	\$704.00	\$1,014.00	\$1,718.00
East Longmeadow	16,343	\$552.00	\$580.80	\$1,132.80
Holyoke	37,720	\$621.81		\$1,396.80
Longmeadow	15,632	\$778.80	\$620.40	\$1,399.20
Monson	8,090	\$735.80	\$526.00	\$1,261.80
Palmer	12,337	\$780.00	\$760.00	\$1,540.00
Southwick	9,190	\$787.00	\$783.90	\$1,570.90
Springfield	154,064	\$659.04	\$942.00	\$1,601.04
West Springfield	28,501	\$547.20	\$580.80	\$1,128.00
Westfield	40,535	\$713.12	\$530.72	\$1,243.84
Wilbraham	14,526	\$510.40	\$600.00	\$1,110.40
AVERAGE		\$693.77	\$679.97	\$1,373.74

(excludes water-only and sewer-only listings, and MWRA utilities)

Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal

Average does not include unavailable data or non-sewered communities.

HAMPSHIRE COUNTY

2025

	Population	Water	Sewer	Combined
Amherst	40,059	\$774.00	\$834.00	\$1,608.00
Belchertown	15,316	\$1,018.80		\$1,018.80
Easthampton	16,045	\$642.00	\$1,221.00	\$1,863.00
Hadley	5,270	\$662.60	\$1,064.40	\$1,727.00
Hatfield	3,314	\$898.80	\$1,797.60	\$2,696.40
Northampton	29,327	\$819.48	\$1,058.60	\$1,878.08
Southampton	6,207	\$701.50		\$701.50
Ware	10,385	\$996.64	\$1,471.40	\$2,468.04
AVERAGE		\$814.23	\$1,241.17	\$2,055.39

(excludes water-only and sewer-only listings, and MWRA utilities)

Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal

Average does not include unavailable data or non-sewered communities.

MIDDLESEX COUNTY

2025

	Population	Water	Sewer	Combined
Acton	23,829	\$1,077.20	\$2,065.20	\$3,142.40
Ashland	18,466	\$569.20		\$569.20
Ayer	8,424	\$382.80	\$1,190.40	\$1,573.20
Billerica	41,319	\$478.80	\$746.40	\$1,225.20
Chelmsford	35,906	\$891.80	\$616.50	\$1,508.30
Concord	17,954	\$1,028.40	\$1,635.60	\$2,664.00
Dracut	32,060	\$860.38	\$636.00	\$1,496.38
Dunstable	3,355	\$1,103.00		\$1,103.00
Groton	11,162	\$840.40	\$1,732.60	\$2,573.00
Holliston	14,856	\$938.00		\$938.00
Hopkinton	19,249	\$897.72	\$1,576.00	\$2,473.72
Hudson	19,744	\$1,101.68	\$1,810.80	\$2,912.48
Lincoln	6,855	\$973.60		\$973.60
Lowell	113,608	\$393.44	\$872.12	\$1,265.56
Maynard	10,546	\$1,267.00	\$1,600.20	\$2,867.20
Natick	36,272	\$609.52	\$1,939.84	\$2,549.36
North Reading	15,549	\$1,485.60		\$1,485.60
Pepperell	11,620	\$1,103.20	\$1,425.60	\$2,528.80
Shirley	6,782	\$1,051.10	\$548.00	\$1,599.10
Sudbury	18,965	\$813.00		\$813.00
Tewksbury	30,833	\$1,206.90	\$892.98	\$2,099.88
Townsend	8,948	\$1,119.00		\$1,119.00
Tyngsborough	12,368	\$901.50	\$574.18	\$1,475.68
Wayland	13,664	\$1,206.80		\$1,206.80
Westford	24,353	\$786.12		\$786.12
AVERAGE		\$923.45	\$1,241.40	\$2,164.85

(excludes water-only and sewer-only listings, and MWRA utilities)

Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal

Average does not include unavailable data or non-sewered communities.

NORFOLK COUNTY

2025

	Population	Water	Sewer	Combined
Avon	4,735	\$823.48		\$823.48
Braintree	38,567	\$764.60	\$1,036.60	\$1,801.20
Cohasset	8,346	\$1,662.40	\$1,427.20	\$3,089.60
Foxborough	18,488	\$1,781.28	\$1,541.26	\$3,322.54
Franklin	33,656	\$1,000.20	\$1,167.00	\$2,167.20
Holbrook	11,285	\$1,328.80	\$1,129.60	\$2,458.40
Medfield	13,072	\$759.34	\$892.32	\$1,651.66
Medway	13,393	\$2,190.80	\$912.40	\$3,103.20
Millis	8,836	\$607.32	\$1,055.60	\$1,662.92
Norfolk	11,552	\$928.20		\$928.20
Plainville	9,865	\$1,086.90	\$916.00	\$2,002.90
Randolph	34,530	\$715.60	\$1,153.00	\$1,868.60
Sharon	18,408	\$1,616.00		\$1,616.00
Walpole	26,277	\$845.22	\$1,426.20	\$2,271.42
Weymouth	57,410	\$774.36	\$1,263.04	\$2,037.40
Wrentham	12,457	\$819.10		\$819.10
AVERAGE		\$1,106.48	\$1,160.02	\$2,266.49
<i>(excludes water-only and sewer-only listings, and MWRA utilities)</i>				
<i>Water and sewer charges based on an annual water consumption of 120 HCF ≈ 90 kgal</i>				
<i>Average does not include unavailable data or non-sewered communities.</i>				

PLYMOUTH COUNTY 2025

	Population	Water	Sewer	Combined
Abington	16,965	\$1,132.00	\$860.00	\$1,992.00
Bridgewater	28,780	\$825.92	\$953.92	\$1,779.84
Brockton	104,826	\$726.00	\$559.80	\$1,285.80
Carver	11,626	\$1,179.60		\$1,179.60
Duxbury	16,107	\$714.00	\$914.00	\$1,628.00
East Bridgewater	14,338	\$868.60	\$1,950.00	\$2,818.60
Halifax	7,698	\$518.50		\$518.50
Hingham	24,130	\$766.39	\$1,824.00	\$2,590.39
Hull	10,142	\$766.39	\$2,641.20	\$3,407.59
Kingston	13,829	\$668.00	\$1,430.70	\$2,098.70
Marion	5,291	\$1,418.64	\$3,310.16	\$4,728.80
Marshfield	25,713	\$653.80	\$1,448.80	\$2,102.60
Mattapoisett	6,589	\$1,504.15	\$1,362.12	\$2,866.27
Middleborough	24,376	\$657.28	\$836.68	\$1,493.96
Norwell	11,280	\$662.00		\$662.00
Pembroke	18,297	\$967.70		\$967.70
Plymouth	64,269	\$629.74	\$1,425.08	\$2,054.82
Rockland	17,609	\$1,132.00	\$1,496.80	\$2,628.80
Scituate	19,190	\$1,279.64	\$1,311.92	\$2,591.56
West Bridgewater	7,625	\$967.50		\$967.50
Whitman	15,259	\$906.00	\$768.00	\$1,674.00
AVERAGE		\$902.09	\$1,443.32	\$2,345.41
<i>(excludes water-only and sewer-only listings, and MWRA utilities)</i>				
<i>Water and sewer charges based on an annual water consumption of 120 HCF ≈ 90 kgal</i>				
<i>Average does not include unavailable data or non-sewered communities.</i>				

WORCESTER COUNTY 2025

	Population	Water	Sewer	Combined
Athol	11,897	\$727.00	\$1,148.20	\$1,875.20
Auburn	16,762	\$1,037.52	\$1,059.40	\$2,096.92
Barre	5,533	\$840.00	\$1,608.00	\$2,448.00
Blackstone	9,211	\$547.50	\$1,115.00	\$1,662.50
Charlton	13,360	\$774.96	\$1,194.80	\$1,969.76
Douglas	9,153	\$633.80	\$1,221.60	\$1,855.40
Dudley	11,850	\$1,302.76	\$1,038.36	\$2,341.12
Fitchburg	41,502	\$826.56	\$1,462.68	\$2,289.24
Gardner	20,902	\$780.00	\$732.00	\$1,512.00
Grafton	19,815	\$805.50	\$855.00	\$1,660.50
Holden	19,880	\$609.24	\$1,264.32	\$1,873.56
Hopedale	6,008	\$1,034.84	\$1,343.00	\$2,377.84
Lancaster	8,394	\$953.20	\$1,522.92	\$2,476.12
Leominster	43,646	\$699.60	\$730.80	\$1,430.40
Lunenburg	11,835	\$991.20	\$861.60	\$1,852.80
Mendon	6,286	\$1,655.08		\$1,655.08
Milford	30,196	\$861.88	\$504.72	\$1,366.60
Millbury	13,936		\$1,269.00	\$1,269.00
Northborough	15,663	\$835.64	\$1,656.32	\$2,491.96
Paxton	5,024	\$1,473.00		\$1,473.00
Rutland	9,298	\$873.40	\$1,587.44	\$2,460.84
Shrewsbury	39,805	\$591.50	\$1,294.00	\$1,885.50
Southbridge	17,619	\$774.96	\$1,101.20	\$1,876.16
Spencer	11,911	\$1,048.80	\$1,634.20	\$2,683.00
Sterling	8,139	\$636.30		\$636.30
Sturbridge	9,882	\$1,046.40	\$1,928.40	\$2,974.80
Sutton	9,379	\$476.20	\$777.50	\$1,253.70
Templeton	8,183	\$1,745.32	\$876.92	\$2,622.24
Upton	8,128	\$906.46	\$2,062.64	\$2,969.10
Uxbridge	14,386	\$970.04	\$2,153.52	\$3,123.56
Webster	17,601	\$1,267.44	\$1,353.48	\$2,620.92
West Boylston	7,757	\$1,012.50	\$986.40	\$1,998.90
Westborough	21,506	\$686.20	\$1,123.43	\$1,809.63
Westminster	8,330	\$1,037.70	\$2,404.80	\$3,442.50
Winchendon	10,385	\$1,172.40	\$1,500.00	\$2,672.40
Worcester	205,319	\$462.00	\$911.04	\$1,373.04
AVERAGE		\$917.05	\$1,281.29	\$2,198.35

(excludes water-only and sewer-only listings, and MWRA utilities)

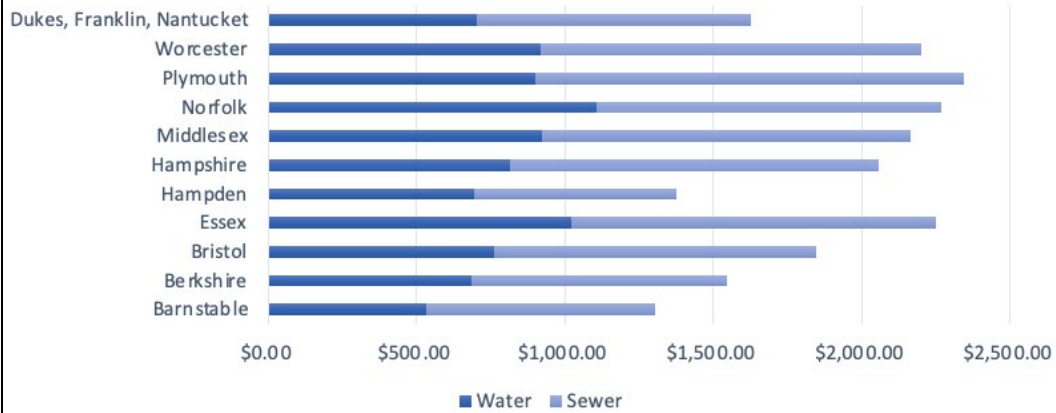
Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal

Average does not include unavailable data or non-sewered communities.

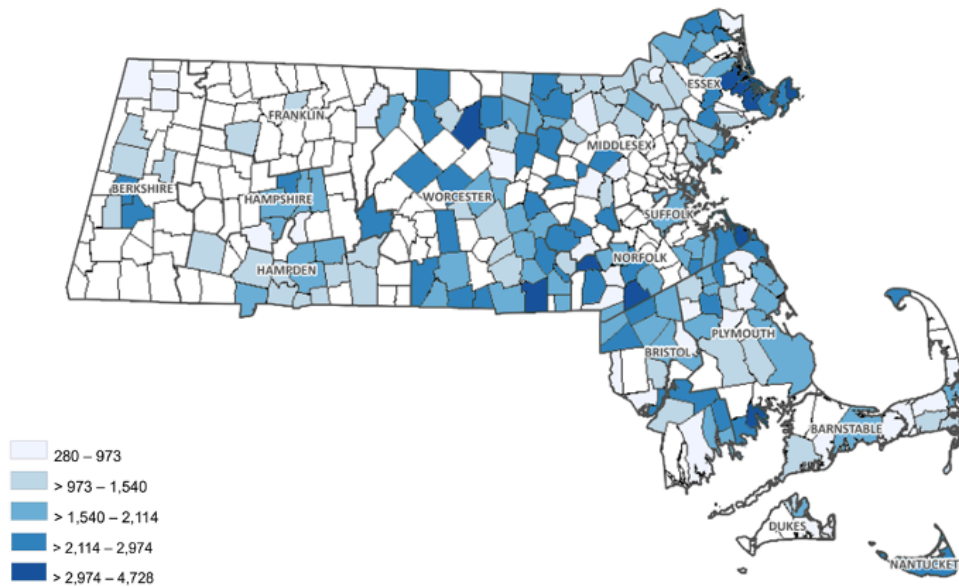
DUKES, FRANKLIN, NANTUCKET COUNTIES 2025

	Population	Water	Sewer	Combined
Ashfield	1,688	\$830.00	\$620.00	\$1,450.00
Edgartown	5,266	\$558.90		\$558.90
Greenfield	17,656	\$571.20	\$960.00	\$1,531.20
Nantucket	14,421	\$780.00	\$1,452.00	\$2,232.00
Oak Bluffs	5,379	\$763.50	\$1,020.00	\$1,783.50
Orange	7,558	\$646.80		\$646.80
Tisbury	4,886	\$765.00	\$566.00	\$1,331.00
<hr/>				
AVERAGE		\$702.20	\$923.60	\$1,625.80
<hr/>				
<i>(excludes water-only and sewer-only listings, and MWRA utilities)</i>				
<hr/>				
<i>Water and sewer charges based on an annual water consumption of 120 HCF \approx 90 kgal</i>				
<hr/>				
<i>Average does not include unavailable data or non-sewered communities.</i>				

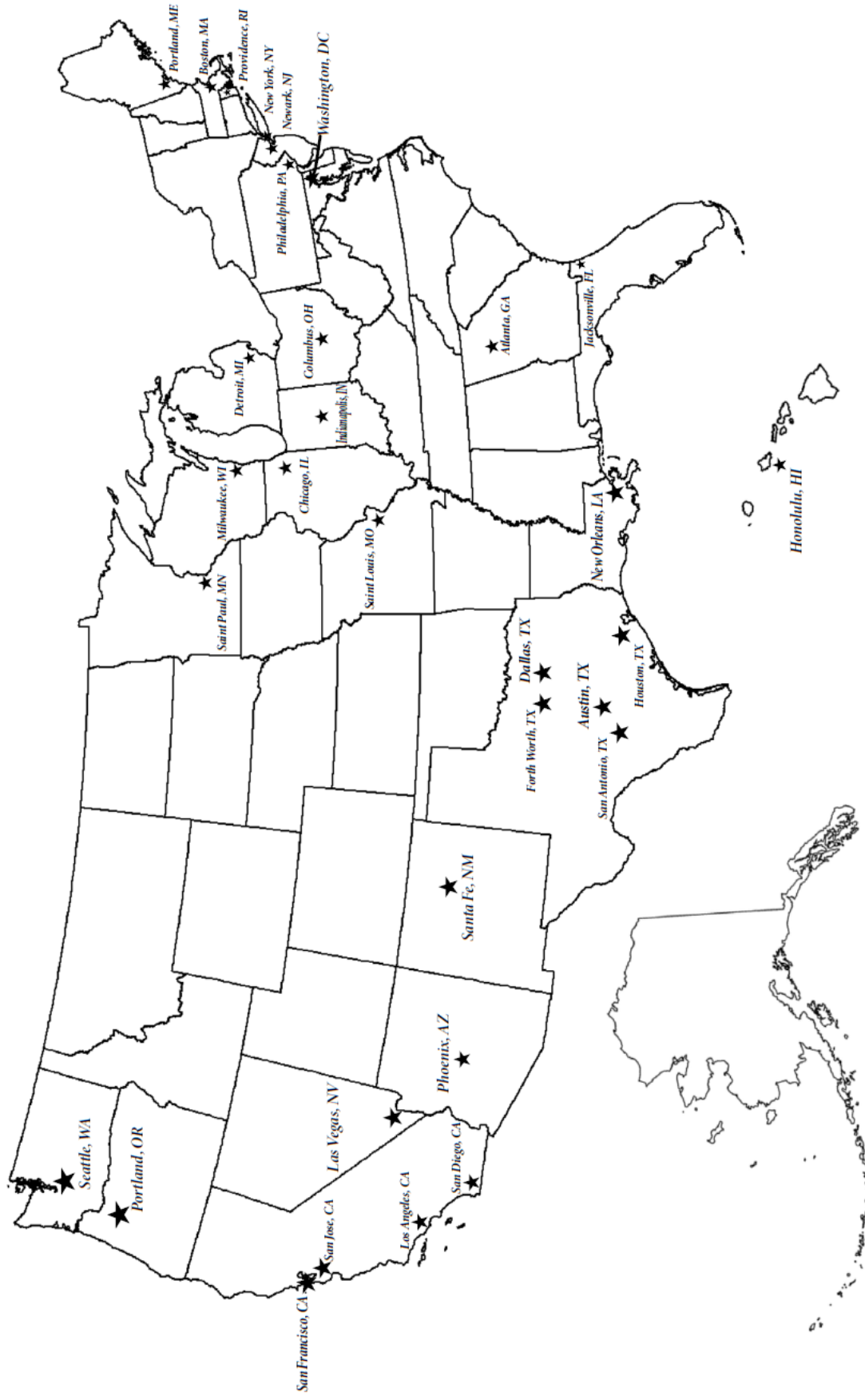
2025 County Average Water and Sewer Rates



Average Combined Water and Sewer Rates Per County



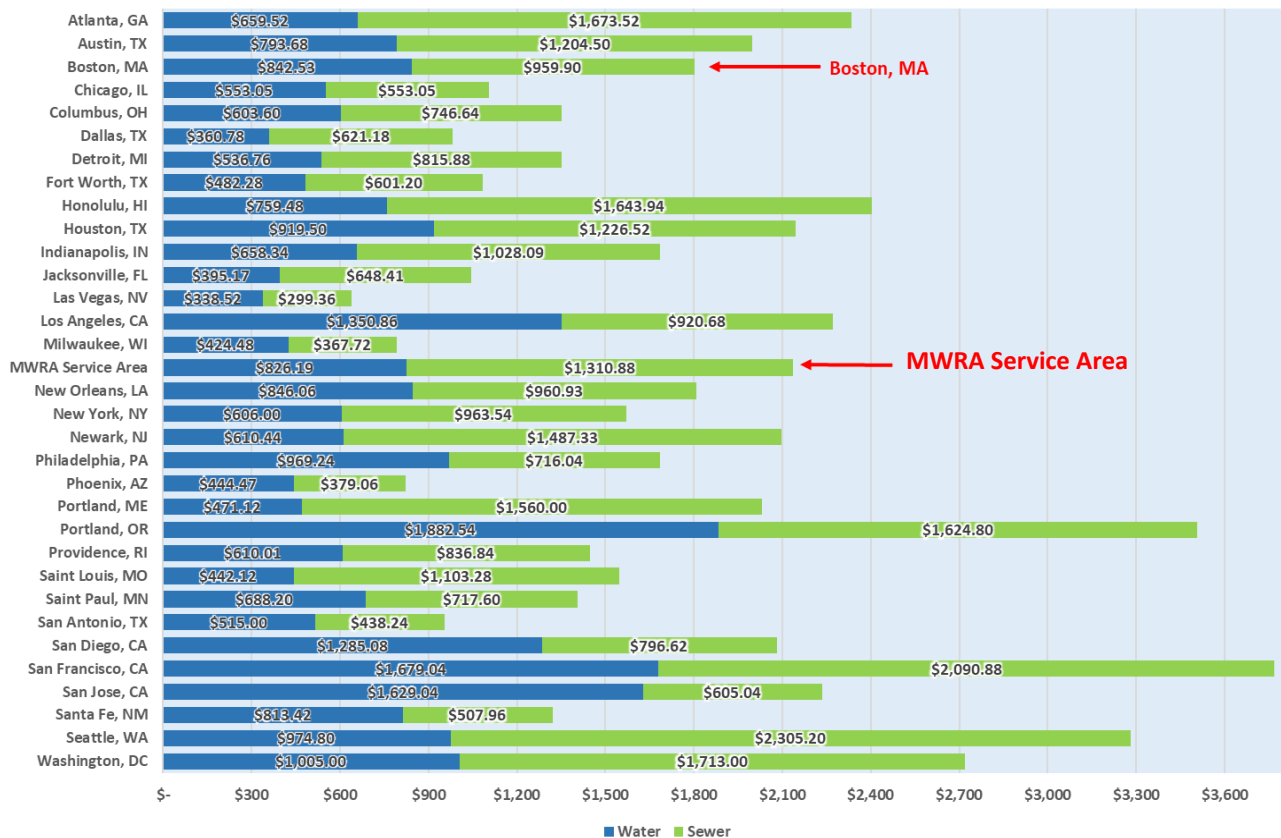
COMPARATIVE RESIDENTIAL 2025 WATER AND SEWER CHARGES FOR U.S. CITIES



COMPARATIVE ANNUAL RESIDENTIAL WATER & SEWER CHARGES FOR MAJOR UNITED STATES CITIES 2025

	Water	Sewer	Combined	Change
Atlanta, GA	\$659.52	\$1,673.52	\$2,333.04	5.0%
Austin, TX	\$793.68	\$1,204.50	\$1,998.18	9.9%
Boston, MA	\$842.53	\$959.90	\$1,802.43	-2.1%
Chicago, IL	\$553.05	\$553.05	\$1,106.10	2.6%
Columbus, OH	\$603.60	\$746.64	\$1,350.24	2.4%
Dallas, TX	\$360.78	\$621.18	\$981.96	1.3%
Detroit, MI	\$536.76	\$815.88	\$1,352.64	3.2%
Fort Worth, TX	\$482.28	\$601.20	\$1,083.48	2.6%
Honolulu, HI	\$759.48	\$1,643.94	\$2,403.42	11.4%
Houston, TX	\$919.50	\$1,226.52	\$2,146.02	3.3%
Indianapolis, IN	\$658.34	\$1,028.09	\$1,686.43	-0.3%
Jacksonville, FL	\$395.17	\$648.41	\$1,043.57	0.0%
Las Vegas, NV	\$338.52	\$299.36	\$637.88	5.7%
Los Angeles, CA	\$1,350.86	\$920.68	\$2,271.54	17.7%
Milwaukee, WI	\$424.48	\$367.72	\$792.20	1.4%
MWRA Service Area	\$826.19	\$1,310.88	\$2,137.07	7.0%
New Orleans, LA	\$846.06	\$960.93	\$1,806.99	0.0%
New York, NY	\$606.00	\$963.54	\$1,569.54	8.5%
Newark, NJ	\$610.44	\$1,487.33	\$2,097.77	4.3%
Philadelphia, PA	\$969.24	\$716.04	\$1,685.28	14.7%
Phoenix, AZ	\$444.47	\$379.06	\$823.53	5.8%
Portland, ME	\$471.12	\$1,560.00	\$2,031.12	1.2%
Portland, OR	\$1,882.54	\$1,624.80	\$3,507.34	5.4%
Providence, RI	\$610.01	\$836.84	\$1,446.85	1.4%
Saint Louis, MO	\$442.12	\$1,103.28	\$1,545.40	11.5%
Saint Paul, MN	\$688.20	\$717.60	\$1,405.80	7.0%
San Antonio, TX	\$515.00	\$438.24	\$953.24	0.7%
San Diego, CA	\$1,285.08	\$796.62	\$2,081.70	5.7%
San Francisco, CA	\$1,679.04	\$2,090.88	\$3,769.92	5.2%
San Jose, CA	\$1,629.04	\$605.04	\$2,234.08	8.8%
Santa Fe, NM	\$813.42	\$507.96	\$1,321.38	0.0%
Seattle, WA	\$974.80	\$2,305.20	\$3,280.00	2.6%
Washington, DC	\$1,005.00	\$1,713.00	\$2,718.00	6.6%
AVERAGE	\$784.12	\$1,005.07	\$1,789.18	4.86%

Water and sewer charges based on an annual water consumption of 120 HCF ≈ 90 kgal
Note: MWRA Service Area averages exclude non-sewered communities.



Atlanta, Georgia

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$659.52
Sewer	\$1,673.52
Combined	\$2,333.04
% change from 2024	N/A

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2024
Fund:	Enterprise
Billing frequency:	Monthly
Base charge ($\frac{5}{8}$ " meter):	\$6.56/bill
0 – 3 CCF:	\$2.58/ccf
3 – 6 CCF:	\$5.34 "
Over 6 CCF:	\$6.16 "

Atlanta's Department of Watershed Management supplies drinking water to about 1.2 million people, drawing primarily from the Chattahoochee River via Lake Lanier. Treatment is handled at three plants: Hemphill (\approx 65% of supply, 136 MGD capacity), Chattahoochee (\approx 35%, 65 MGD), and Atlanta-Fulton County

(supplemental capacity). To strengthen resiliency, the city built the 2.4-billion-gallon Bellwood Quarry reservoir, connected by a five-mile tunnel to Hemphill and Chattahoochee, expanding emergency supply from 3 to 30 days. Funding comes from water rates and a dedicated 1% municipal sales tax, supporting infrastructure upgrades under the Clean Water Atlanta program.

Residential Sewer Rates:

Atlanta's Department of Watershed Management operates one of the nation's largest combined and separate sewer systems, treating flows at major facilities including the R.M. Clayton Water Reclamation Center (largest in the Southeast, 122 MGD), South River WRC (54 MGD), and Utoy Creek WRC (40 MGD). These plants handle wastewater from across the city, ensuring compliance with federal consent decrees and Clean Water Act standards. Sewer costs are the dominant share of customer bills, reflecting the expense of maintaining aging infrastructure, meeting regulatory mandates, and funding upgrades. Revenues, supplemented by the city's 1% municipal sales tax, support operations and capital projects under the Clean Water Atlanta program.

Last adjusted:	July 2024
Fund:	Enterprise
Billing frequency:	Monthly
Base charge:	\$6.56/bill
0 – 3 CCF:	\$9.74/ccf
3 – 6 CCF:	\$13.64 "
Over 6 CCF:	\$15.69 "

Residential Stormwater

Stormwater services are funded through utility fees based on impervious surface area, varying by jurisdiction. In the City of Roswell, residential rates range from \$3.91/month (Tier 1, up to 3,400 sq ft) to \$8.99/month (Tier 3, up to 10,000 sq ft), with larger properties billed \$5.99 per 4,100 sq ft/month. Fees support drainage systems, retention basins, and green infrastructure, ensuring compliance with MS4 permits and improving resiliency against storm events.

Sources: www.roswellgov.com | www.atlantawatershed.org

Austin, Texas

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$793.68
Sewer	\$1,204.50
Combined	\$1,998.18
% change from 2024	11.2%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	November 2025
Fund:	Enterprise
Billing Frequency:	Monthly
Base charge ($\frac{5}{8}$ ")	\$7.75/month
0 – 2 kilogallon	\$3.27/kgal
2 – 6 kgal	\$5.57 "
6 – 11 kgal	\$10.26 "
11 – 20 kgal	\$16.52 "
>20 kgal	\$20.40 "

Austin's residential water rates include a monthly meter charge, fixed charges, and five tiers of volume-based rates, effective November 1, 2025. For a typical 5/8-inch meter, the monthly charge is \$7.75. Fixed charges range from \$1.36 for 0–2,000 gallons to \$35.54 for usage over 20,000 gallons per month, with intermediate fixed charges of \$3.91 (2,001–6,000 gallons), \$10.43 (6,001–11,000 gallons), and \$23.54 (11,001–20,000 gallons). Non-CAP volumetric rates range from \$3.27 to \$20.40 per 1,000 gallons, while Customer Assistance

Program (CAP) customers receive reduced rates ranging from \$1.37 to \$19.20. Additional charges include a \$0.05 per 1,000 gallon Reserve Fund Surcharge, a \$0.30 per 1,000 gallon Community Benefit Charge for Non-CAP customers, and a \$0.15 per 1,000 gallon GoPurple charge supporting the Water Forward initiative. A voluntary Purple Choice contribution of \$6.00 per month supports water reuse programs. www.austinwater.org

Residential Sewer Rates:

Austin's residential wastewater rates consist of a monthly base charge and two tiers of volume-based charges, effective November 1, 2025. The monthly wastewater charge is \$11.26. Wastewater volume charges are based on the lower of actual monthly water use or the customer's wastewater averaging period, with Non-CAP rates of \$6.30 per 1,000 gallons for the first 2,000 gallons and \$13.40 per 1,000 gallons for usage above that level. Customers enrolled in the Customer

Last adjusted:	November 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge	\$11.26/month
0 – 2 kgal	\$6.30/kgal
>2 kgal	\$13.40 "
Based on winter average.	

Assistance Program (CAP) receive reduced rates of \$3.80 and \$9.85 per 1,000 gallons, respectively. Additional charges include a \$0.30 per 1,000 gallon Community Benefit Charge for Non-CAP customers and a \$0.15 per 1,000 gallon GoPurple charge supporting the Water Forward initiative. www.austinwater.org

Residential Stormwater

Austin's drainage charge funds stormwater management and is based on a property's impervious cover—surfaces like roofs and driveways that increase runoff. Fees support flood prevention, erosion control, and drainage infrastructure. Exemptions apply to public streets and undeveloped land. CAP participants receive reduced rates, and property owners can view charges or request adjustments using the Drainage Charge Lookup Tool.

www.austintexas.gov/drainagecharge

Chicago, Illinois

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$553.05
Sewer	\$553.05
Combined	\$1,106.10
% change from 2024	3.2%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	June 2025
Fund:	Enterprise
Billing Frequency:	Monthly
All HCF	\$ 3.651/HCF
Water tax	\$ 0.9387/HCF

Chicago's Department of Water Management delivers nearly 1 billion gallons of drinking water daily to city residents and more than 100 suburbs, drawing exclusively from Lake Michigan. Supply is treated at two major facilities: the Jardine Water Purification Plant, the

largest in the world and serving about two-thirds of demand, and the Sawyer Plant, which serves the south side and nearby suburbs. Water enters through offshore cribs, is pumped via deep tunnels, and distributed through a grid supported by 12 pumping stations, ensuring a steady and reliable supply across the city.

Residential Sewer Rates:

Wastewater and stormwater treatment in Chicago is overseen by the Metropolitan Water Reclamation District of Greater Chicago (MWRD), which operates seven reclamation plants. The largest, the Stickney Water Reclamation Plant, is the biggest in the world, treating about 700 million gallons daily with peak capacity exceeding 1.4 billion. The system is designed to handle combined sewer flows and heavy storm events, supported by the Tunnel and Reservoir Plan (TARP) to reduce flooding and protect water quality through a system of deep tunnels and reservoirs. Wastewater from the plants is converted into clean water, phosphorous, biosolids, and natural gas through a combination of treatment processes. Revenues from sewer charges and a dedicated water-sewer tax fund operations, infrastructure improvements, and compliance with federal and state mandates.

Last adjusted:	June 2025
Fund:	Enterprise
Billing Frequency:	Monthly
All HCF	\$ 3.651/HCF
Sewer tax	\$ 0.9387/HCF

Columbus, Ohio

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$603.60
Sewer	\$746.64
Combined	\$1,350.24
% change from 2024	4.3%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge:	\$10.55/bill
0 – 5 HCF	\$ 3.77/HCF
>5 HCF	\$ 4.18 "

Columbus's Division of Water delivers about 141 million gallons per day to 1.25 million people through three major treatment plants. The Hap Cremean Water Plant on Morse Road is the largest, drawing mainly from Hoover Reservoir and capable of treating 125 million gallons per day. The Dublin Road Water Plant serves the west side with

advanced treatment features, including the nation's largest nitrate removal ion-exchange system. The Parsons Avenue Water Plant draws from a wellfield south of downtown, supplying central Columbus. Key reservoirs supporting the system include Hoover (20.8 billion gallons), O'Shaughnessy (6.3 billion gallons), and Griggs (1.2 billion gallons). Together, this network of plants, reservoirs, and pumping stations ensures a reliable in-city water supply.

Residential Sewer Rates:

Columbus's Division of Water Reclamation treats wastewater at two major facilities. The Southerly Wastewater Treatment Plant, located near Lockbourne, is the largest, with capacity exceeding 250 million gallons per day and handling most of the city's flow. The Jackson Pike Wastewater Treatment Plant, south of downtown, provides additional capacity and service for central neighborhoods. Both facilities are tied into Columbus's combined sewer system and are supported by ongoing capital programs to reduce flooding and combined sewer overflows. The division also operates stormwater management programs and the Com-Til composting facility, which recycles biosolids into soil amendment for community use.

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge:	\$5.52/bill
All units	\$ 5.67/HCF
Based on 100% of water usage.	

Dallas, Texas

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$360.78
Sewer	\$621.18
Combined	\$981.96
% change from 2024	3.2%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	October 2025
Fund:	Enterprise
Base charge ($\frac{5}{8}$ " meter)	\$5.93/bill
0 – 4 kgal	\$2.17/kgal
>4 – 10 kgal	\$4.81 "
>10 – 20 kgal	\$7.98 "
>20 – 30 kgal	\$11.40 "
>30 kgal	\$13.20 "

Water rates for Dallas Water Utilities are tiered based on usage. Residential customers pay \$2.17 per 1,000 gallons for the first 4,000 gallons, with rates increasing to \$4.81 for 4,001–10,000 gallons, \$7.98 for 10,001–20,000 gallons, \$11.40 for 20,001–30,000 gallons, and \$13.20 per 1,000 gallons for usage above 30,000 gallons. General services customers are charged \$5.32 per 1,000

gallons for usage up to 10,000 gallons and \$5.88 for usage above that threshold, with an alternative rate of \$8.59 per 1,000 gallons applied to consumption exceeding 1.4 times a customer's annual average monthly usage. Optional general services customers pay a minimum of \$3,240.60 for the first one million gallons, with additional usage billed at \$5.11 per 1,000 gallons. For more details, visit www.dallascityhall.com/departments/waterutilities.

Residential Sewer Rates:

Sewer charges for Dallas Water Utilities residential customers are based on water usage, with a uniform volumetric rate of \$6.19 per 1,000 gallons. Sewer bills are calculated using the lower of actual monthly water consumption or the customer's winter average based on December through March water use, capped at 40,000

Last adjusted:	October 2025
Fund:	Enterprise
Base charge ($\frac{5}{8}$ " meter)	\$5.34/bill
All units	\$6.19/kgal

gallons. General services and optional general services customers are billed based on actual monthly water consumption unless sewer service is separately metered. Industrial and certain commercial users with wastewater discharges exceeding established thresholds for biochemical oxygen demand (BOD) or suspended solids are subject to sewer surcharges, which are included in the monthly bill. For further details, visit www.dallascityhall.com/departments/waterutilities.

Residential Stormwater

Dallas Water Utilities' stormwater drainage management fees are based on the impervious area of a property. Residential properties with up to 2,000 square feet of impervious area are charged \$5.39 per month. Properties with 2,001–3,500 square feet are charged \$8.59 per month, those with 3,501–5,500 square feet are charged \$12.84 per month, and properties with more than 5,500 square feet of impervious area pay \$21.01 per month. This tiered structure reflects the amount of stormwater runoff generated by each property and supports stormwater management and drainage infrastructure. For more information, visit www.dallascityhall.com/departments/waterutilities/stormwater-operations/Pages/billing.aspx.

Detroit, Michigan

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$536.76
Sewer	\$815.88
Combined	\$1,352.64
% change from 2024	3.5%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Billing frequency:	Monthly
Meter charge ($\frac{5}{8}$ " meter):	\$8.37/bill
0-6 HCF	\$2.76 /HCF
>6 HCF	\$4.95/HCF

The Detroit Water and Sewerage Department (DWSD) delivers drinking water across the city through more than 2,700 miles of mains and 29,000 hydrants, serving over 200,000 accounts and about 630,000 residents. The system draws raw water from the Detroit River and Lake Huron, treated at major facilities including the Northeast Water

Treatment Plant, the Springwells Plant, and the Lake Huron Plant, with the historic Plant No. 1 downtown as the original hub. DWSD emphasizes water quality and regulatory compliance, while also leading efforts to replace lead service lines and protect customers from corrosion.

Residential Sewer Rates:

Detroit's sewer system consists of nearly 3,000 miles of sewer pipe, more than 90,000 catch basins, and a network of green infrastructure installations. The Detroit Wastewater Treatment Plant is one of the largest in the country, treating about 650 million gallons per day with capacity for higher volumes during wet weather. The system also relies on combined sewer overflow retention basins and pumping stations managed by the Great Lakes Water Authority, which capture, screen, and disinfect excess flows before discharge into the Detroit and Rouge Rivers.

Last adjusted:	July 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge:	\$6.99/bill
All HCF:	\$6.10 /HCF
Based on 100% of water usage.	

Residential Stormwater

Detroit charges \$717.49 per impervious acre monthly for drainage, with residential properties receiving a 25% green credit for redirecting downspouts to lawns. Non-residential properties can reduce fees via approved Green Stormwater Infrastructure (GSI). DWSD uses aerial imagery to assess charges and reduce CSO impacts. Details at www.detroitmi.gov/dwsd.

Fort Worth, Texas

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$482.28
Sewer	\$601.20
Combined	\$1,083.48
% change from 2024	2.3%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Service charge (5/8")	\$13.75/bill
0 – 6 HCF	\$ 2.28/HCF
>6 – 18 HCF	\$ 3.19 "
>18 – 30 HCF	\$ 4.29 "
>30 HCF	\$ 5.37 "

Fort Worth's water utility is funded entirely through rates and fees, with no reliance on property tax revenues. Water rates are tiered by consumption and measured in hundred cubic feet (CCF), with one CCF equal to 748.1 gallons. For residential customers inside city limits, rates begin at \$2.28 per CCF for the first 6 CCF, increase to \$3.19 per CCF for usage between 6 and 18 CCF, \$4.29 per

CCF for 18 to 30 CCF, and \$5.37 per CCF for usage above 30 CCF. Commercial and industrial customers are charged a flat rate of \$2.74 per CCF for all volumes. Monthly service charges are based on meter size, beginning at \$13.75 for a standard 5/8-inch residential meter. For more information, visit www.fortworthtexas.gov/departments/water.

Residential Sewer Rates:

Fort Worth's wastewater utility bills customers based on water consumption, with a winter quarter average used to establish annual sewer flow for residential accounts.

Residential customers inside city limits are charged \$4.26 per CCF, while non-monitored commercial and industrial users pay \$4.19 per CCF. Monthly wastewater service charges vary by meter size, beginning at \$7.50 for a standard 5/8-inch residential meter. Monitored commercial and industrial customers are subject to additional surcharges for pollutants such as Biochemical Oxygen Demand (BOD) and Total Suspended Solids (TSS), reflecting the higher treatment costs associated with those discharges. These revenues support wastewater system operations, maintenance, and capital improvements. For more information, visit www.fortworthtexas.gov/departments/water.

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge	\$7.50/bill
All units	\$4.26/HCF

Residential Stormwater

Fort Worth's stormwater utility manages drainage and flood mitigation through fees based on the amount of impervious surface area on a property. Rates vary by property type and impervious area, reflecting each property's contribution to stormwater runoff. Revenue from the stormwater utility fee supports drainage system maintenance, flood prevention projects, and infrastructure improvements throughout the city. For more information, visit www.fortworthtexas.gov/departments/tpw/stormwater.

Honolulu, Hawaii

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$759.48
Sewer	\$1,643.94
Combined	\$2,403.42
% change from 2024	17.8%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (5/8" meter)	\$15.95/bill
0-2 kgal	\$4.80 /HCF
2-6 kgal	\$6.92/HCF
6-30 kgal	\$8.15 "
>30 kgal	\$13.67 "

The Honolulu Board of Water Supply provides drinking water to urban Honolulu primarily from groundwater aquifers and a variety of surface sources, including the Hālawā Shaft. The groundwater supply is reliant on recharge from rainfall. The Board of Water Supply actively monitors rainfall and groundwater levels to ensure adequate drinking water supply. The system relies on major infrastructure assets such as deep wells, pumping stations, and the Kaka'ako Pumping Station, the first sewerage pumping station in Honolulu and now a historic

landmark. The utility is also engaged in the One Water Honolulu initiative, a coordinated strategy across city departments to enhance water cycle resilience, upgrade critical infrastructure, and prepare for climate impacts such as sea level rise.

Residential Sewer Rates:

The City and County of Honolulu's Department of Environmental Services operates nine wastewater treatment plants across O'ahu, with the Sand Island Wastewater Treatment Plant being the largest, originally built in the 1970s, processing up to 90 million gallons per day following recent upgrades. The plant operates under a Supervisory Control and Data Acquisition (SCADA) Operations Control center, allowing crews to remotely monitor and manage all wastewater systems across the island. The Honouliuli Wastewater Treatment Plant has also been fully upgraded to secondary treatment capacity, meeting federal Clean Water Act mandates. The city is investing in significant improvements, including a \$174 million project to enhance the Sand Island plant's in-vessel bioconversion capacity, a completed secondary treatment upgrade at Honouliuli, and a broader flood-resilient infrastructure strategy across the island.

Last adjusted:	January 2026
Fund:	Enterprise
Billing frequency:	Monthly
Base charge	\$77.55/month
All units	\$ 4.63/kgal

Residential Stormwater

Honolulu lacks a dedicated stormwater utility fee, but proposals aim to fund aging drainage systems, flood control, and Clean Water Act compliance. Costs are currently covered through property taxes. The city is implementing a Storm Water Management Program Plan as required through the NPDES permit, which includes comprehensive steps to reduce stormwater discharge such as monitoring and runoff control programs. A future fee would likely be based on impervious surfaces (e.g., rooftops, driveways) to reflect runoff impacts, with tiered rates for residential, commercial, and industrial properties. Stormwater management is vital to reducing flooding and coastal water pollution for the island's 1 million residents. Source:

www.honolulu.gov/envstormwater

Houston, Texas

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$919.50
Sewer	\$1,226.52
Combined	\$2,146.02
% change from 2024	4.8%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	April 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (5/8" meter)	\$ 8.09/bill
0 – 3 kgal	\$ 8.47/kgal
>4 – 6 kgal	\$8.47"
>7 – 12 kgal	\$11.67 "
>13 – 20 kgal	\$15.12 "
>20 kgal	\$19.43 "

Houston employs a tiered, volume-based water rate structure designed to promote conservation while supporting a large and complex utility system. Single-family residential customers using 3,000 gallons or less per month receive a conservation credit of \$6.63 per 1,000 gallons, reducing the effective rate to \$1.84 per 1,000 gallons. Monthly meter charges vary by meter size, beginning with the standard 5/8-inch residential meter. Houston's water supply is sourced primarily from surface

water reservoirs—Lake Houston, Lake Livingston, and Lake Conroe, supplemented by groundwater, and serves a population of more than 2.3 million residents. www.houstonpublicworks.org

Residential Sewer Rates:

Residential wastewater charges are based on water consumption. Monthly wastewater meter charges vary by meter size, ranging from \$16.05 for a standard 5/8-inch meter to \$700.41 for a 12-inch meter. Houston's wastewater system includes 39 treatment plants, with major facilities such as 69th Street, Almeda Sims, and Sims Bayou providing regional treatment capacity and ensuring regulatory compliance while protecting public health and water quality. www.houstonpublicworks.org

Last adjusted:	April 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge	\$16.05/bill
0 – 3 kgal	\$7.27/kgal
>4 kgal	\$14.30 "

Residential Stormwater

Houston's stormwater drainage fees are based on the amount of impervious surface area on a property, reflecting each property's contribution to runoff. Stormwater revenues support projects under the City's Stormwater Master Plan, including improvements to roadside ditches, storm sewers, detention infrastructure, and bayou channels. Major waterways such as Buffalo Bayou, Brays Bayou, and Sims Bayou serve as primary conveyance corridors during heavy rainfall events, helping reduce flood risk across the city. www.houstonpublicworks.org

Indianapolis, Indiana

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$658.34
Sewer	\$1,028.09
Combined	\$1,686.43
% change from 2024	0.6%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2022
Fund:	Enterprise
Billing frequency:	Monthly
Base charge ($\frac{5}{8}$ " meter)	\$8.56/bill
All Units	\$3.6222/HCF

Indianapolis's water system is managed by Citizens Energy Group, which operates treatment plants, reservoirs, wellfields, and a broad distribution network. The T.W. Moses Water Treatment Plant on Eagle Creek Reservoir is a key surface-water facility, treating about 18

to 20 million gallons per day. Additional supply comes from the White River and Fall Creek, supported by large reservoirs including Geist Reservoir and Citizens Reservoir, as well as groundwater wellfields. This mix of surface and groundwater sources, paired with robust storage, ensures a resilient in-city water supply.

Residential Sewer Rates:

Wastewater is managed by Citizens Energy Group's Division of Wastewater, anchored by the Southport Advanced Wastewater Treatment Plant and supported by one of the largest CSO projects in the nation, the DigIndy Tunnel System. The tunnel stretches about 28 miles, built roughly 250 feet underground, and can hold more than 250 million gallons of combined sewage and stormwater. Once complete, it will capture and divert about 5 billion gallons annually that would otherwise pollute the White River and other waterways, dramatically reducing overflows and improving water quality across Indianapolis.

Last adjusted:	January 2025
Fund:	General
Billing frequency:	Monthly
Base charge	\$ 21.25/bill
0 – 10 HCF	\$ 6.3974/HCF
>10 HCF	\$ 6.9251"
Based on 100% of water usage	

Residential Stormwater

Indianapolis stormwater fees are assessed at \$1.10 per Base Billing Unit (BBU), with 1 BBU equating to 2,500 square feet of impervious area. Residential properties are billed based on average impervious surfaces, while non-residential rates scale proportionally. Fees fund infrastructure to manage runoff, mitigate flooding, and comply with National Pollutant Discharge Elimination System (NPDES) permits. The system includes over 1,800 miles of storm sewers, retention basins, and culverts designed to control runoff and protect waterways from pollution and erosion. Source: www.indy.gov

Jacksonville, Florida

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$395.17
Sewer	\$648.41
Combined	\$1,043.57
% change from 2024	1.9%

A 10% Public Service Tax, 3% Franchise Fee and Environmental Charges (water and sewer) are included. Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	April 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge ($\frac{5}{8}$ " meter)	\$13.24/month
1 – 4 kgal	\$1.34/kgal
5 – 8 kgal	\$ 2.99 "
9 - 15 kgal	\$ 5.13 "
>15 kgal	\$ 6.45 "

Jacksonville's water system, operated by JEA, taps the deep Floridan Aquifer via over 130 artesian wells, drawing from an underground reservoir roughly 1,000 feet deep, and delivers water through 38 treatment plants and more than 4,400 miles of pipelines, serving hundreds of thousands of residential accounts in the city. This expansive well-to-tap system ensures robust, reliable in-city supply.

Residential Sewer Rates:

JEA's sewer system covers nearly 3,900 miles of collection lines, over 1,200 pumping stations, and 11 wastewater treatment plants. The largest facility, Buckman Wastewater Treatment Plant, employs advanced nutrient removal methods. JEA's newest infrastructure, the Greenland Water Reclamation Facility, its first in nearly five decades, enables 100% reuse of treated wastewater for irrigation, supporting sustainability and reducing discharge into natural water bodies.

Last adjusted:	April 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge ($\frac{5}{8}$ " meter)	\$15.86/month
All kgal	\$4.88/kgal

Residential Stormwater

Last adjusted:	October 2012
Fund:	Enterprise
0 – 1,549 sq. ft feet (IA)	\$2.50/month
1,550 – 4650 sq. ft (IA)	\$5.00 "
> 4,650 sq. ft (IA)	\$7.50 "

The City of Jacksonville assesses stormwater fees based on a property's impervious area, divided into three residential tiers. Small homes (up to 1,549 sq. ft.) are charged \$2.50/month, average homes (1,550–4,650 sq. ft.) pay \$5.00/month, and large homes (over 4,650 sq. ft.) incur \$7.50/month. Multi-family properties are billed using a Single-Family Unit (SFU) multiplier. Established in 2008, these rates have remained unchanged and are collected annually as non-ad valorem assessments to fund

stormwater infrastructure maintenance and upgrades. Additional information is available at:
<https://www.jacksonville.gov/departments/cityfees/about-stormwater>

Las Vegas, Nevada

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$338.52
Sewer	\$299.36
Combined	\$637.88
% change from 2024	5.0%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (5/8" meter)	\$0.4488/day
0-5 kgal	\$1.56 /kgal
5 – 10 kgal	\$ 2.78/ ""
10 – 20 kgal	\$ 4.14 ""
>20 kgal	\$ 6.14 ""

The Las Vegas Valley Water District supplies drinking water to city residents as part of the regional system managed by the Southern Nevada Water Authority. Nearly 90 percent of the supply comes from Lake Mead, fed by the Colorado River, with the balance drawn from local groundwater wells. Treatment is provided at the Alfred Merritt Smith Water Treatment Facility and the River Mountains Water Treatment Facility, which together can process hundreds of

millions of gallons per day. The system includes deep intake tunnels at Lake Mead to ensure reliability during drought, as well as extensive pumping and reservoir infrastructure that stabilizes supply across the Las Vegas Valley.

Residential Sewer Rates:

Wastewater service in Las Vegas is managed by the Clark County Water Reclamation District, which operates the region's largest treatment facility near the city. The system treats and reuses millions of gallons daily, with most highly treated effluent returned to Lake Mead, where it earns return-flow credits under the Colorado River Compact, effectively extending the community's limited water allocation. Sewer charges for single-family residences are assessed at a flat annual fee of \$295.36, supporting operations, regulatory compliance, and system upgrades.

Last adjusted:	July 2025
Fund:	Enterprise
Per ERU:	\$295.36/year
Per bill:	\$4.00

Residential Stormwater

Stormwater management in Las Vegas is overseen by the Clark County Regional Flood Control District (CCRFCD), which operates separately from LVVWD and CCWRD. Unlike water and sewer services, stormwater costs are not directly billed to residents but are funded through municipal budgets and regional programs. CCRFCD manages stormwater infrastructure to prevent flooding and improve water quality. These efforts are conducted in compliance with the National Pollutant Discharge Elimination System (NPDES) permits. Projects are funded through local taxes, grants, and development fees rather than customer-specific charges. For more information, visit

www.regionalflood.org.

Los Angeles, California

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$1,350.86
Sewer	\$920.68
Combined	\$2,271.54
% change from 2024	7.6%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Bi-monthly
January 1 to June 30	\$11.609/HCF
July 1 to December 31	\$12.141/HCF

The Los Angeles Department of Water and Power uses a four-tier residential water rate structure that varies by season and is intended to promote conservation while recovering the costs of water supply, treatment, infrastructure investment, and regulatory compliance.

Total consumption charges are expressed on a per-HCF basis and already include all applicable adjustment factors. Tier thresholds are determined by lot size, temperature zone, and season, resulting in different usage block volumes for individual customers.

For January through June 2025, Tier 1 rates are \$11.609 per HCF, increasing to \$13.621 in Tier 2 and \$14.367 in Tiers 3 and 4. For July through December 2025, Tier 1 rates rise to \$12.141 per HCF, with Tier 2 at \$13.852, Tier 3 at \$14.598, and Tier 4 at \$15.331 per HCF. Higher tiers apply to water use above each customer's seasonal Tier 1 allocation and are charged at progressively higher rates.

Residential customers are billed bi-monthly and also pay a daily service charge of \$0.40, or approximately \$146 annually, to support meter maintenance and system operations. Using a standardized assumption of 120 HCF of annual water use billed entirely at Tier 1 rates, the estimated annual residential water cost is approximately \$1,571, representing a minimum typical cost for comparison purposes. For details, visit www.ladwp.com.

Residential Sewer Rates:

Los Angeles sewer service charges are managed by LA Sanitation and are based on water usage. For 2024, the base sewer rate is \$8.58 per HCF, adjusted using the Dry Winter Compensation Factor (DWCF) of 0.89 to reflect actual wastewater volumes. The

rate accounts for wastewater collection, treatment, and infrastructure maintenance, with adjustments like the 1.004736

inflation factor to offset rising costs. Sewer charges are calculated based on winter water use, as this best estimates indoor water entering the sewer system. Bills are included in the bi-monthly

LADWP bill. For more information, visit www.lacitysan.org.

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Bi-monthly
All units	Monthly
Base rate:	\$8.58/HCF

Residential Stormwater

Stormwater management in Los Angeles is overseen by LA Sanitation, focusing on runoff collection, pollution reduction, and flood prevention. Fees fund compliance with National Pollutant Discharge Elimination System (NPDES) permits and infrastructure maintenance. Programs like the Low Impact Development (LID) Ordinance require property owners to mitigate runoff with on-site systems. Unlike water and sewer, stormwater fees are often incorporated into property taxes or municipal budgets, rather than billed directly to customers. For details, visit www.lacitysan.org.

Milwaukee, Wisconsin

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$424.48
Sewer	\$367.72
Combined	\$792.20
% change from 2024	5.3%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	August 2025
Fund:	Enterprise
Billing frequency:	Quarterly
Base charge ($\frac{3}{4}$ " meter)	\$21.22/bill
All units	\$ 2.53/HCF

Milwaukee's water rates include fixed service and fire protection charges based on meter size, along with a uniform volumetric charge. Revenues fund the operation and maintenance of a system serving more than 860,000 residents, including two water

purification plants, approximately 1,960 miles of water mains, and roughly 40,000 fire hydrants. Source: www.milwaukee.gov/water

Residential Sewer Rates:

Sewer charges support wastewater collection and treatment through the Milwaukee Metropolitan Sewerage District (MMSD), which serves approximately 1.1 million people. MMSD's Jones Island and South Shore treatment plants provide a combined treatment capacity of about 630 million gallons per day, while local sewerage charges fund maintenance of roughly 1,400 miles of municipal sewers conveying wastewater to MMSD facilities. Source: www.mmsd.com

Last adjusted:	February 2025
Fund:	Enterprise
Billing frequency:	Quarterly
Service charge	\$23.83/bill
All units (volume charge)	\$ 2.27/HCF

Residential Stormwater

Milwaukee assesses stormwater charges based on impervious surface area using an Equivalent Residential Unit (ERU) of 1,610 square feet. Residential properties are charged one ERU at \$25.86 per quarter. Stormwater revenues fund maintenance of storm sewers, flood control infrastructure, green infrastructure investments, and regulatory compliance efforts aimed at protecting Lake Michigan and regional waterways.

Source: www.milwaukee.gov/stormwater

New Orleans, Louisiana

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$846.06
Sewer	\$960.93
Combined	\$1,806.99
% change from 2024	0.0%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2021
Fund:	Enterprise
Billing frequency:	Monthly
Service charge ($\frac{5}{8}$ " meter)	\$8.69/bill
0 – 3 kgal	\$5.80/kgal
3 – 20 kgal	\$9.87 "
>20 – 1,000 kgal	\$7.76 "
>1,000 kgal	\$6.50 "

The Sewerage and Water Board of New Orleans provides drinking water for the city through the Carrollton Water Purification Plant on the East Bank, which treats about 135 million gallons per day, and the Algiers Plant on the West Bank, which treats about 11 million gallons per day. Together these facilities supply more than 50 billion gallons annually from the Mississippi River, distributed through over 1,600 miles of mains. The system is

undergoing major upgrades, including a new power complex at Carrollton and the rollout of smart meters to improve efficiency and resilience.

Residential Sewer Rates:

Wastewater service is provided by facilities on both the East and West Banks with a combined treatment capacity of about 132 million gallons per day. The city's drainage system relies on major outfall canals, including the 17th Street, Orleans Avenue, and London Avenue canals, which carry stormwater to Lake Pontchartrain. High-capacity pumps, based on the historic Wood screw pump design, move water out of the city at rates exceeding 45,000 cubic feet per second. Modernization efforts include new green infrastructure projects and stormwater resilience measures to address frequent flooding challenges.

Last adjusted:	January 2021
Fund:	Enterprise
Billing frequency:	Monthly
Service charge ($\frac{5}{8}$ " meter)	\$24.87/bill
All units	\$ 8.66/kgal
Based on 85% of water usage	

Residential Stormwater

Stormwater management applies to developments with $\geq 5,000$ sq. ft. of impervious surfaces or sites ≥ 1 acre. Projects must manage 1.25 inches of runoff per storm and limit post-development runoff rates using Best Management Practices (BMPs) like bioswales and permeable surfaces. These measures reduce flooding and subsidence risks. Compliance costs tie directly to site design and runoff management. (www.nola.gov/next/safety-and-permits/topics/stormwater-management/)

New York, New York

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$606.00
Sewer	\$963.54
Combined	\$1,569.54
% change from 2024	3.7%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Billing frequency:	Monthly
All units	\$5.05 /HCF

The New York City Department of Environmental Protection supplies about 1 billion gallons of drinking water each day to more than 8 million residents. The system draws from the Catskill, Delaware, and Croton watersheds, which include 19 reservoirs and three controlled lakes located up to 125 miles north of the city. Most water reaches New York by gravity through aqueducts and tunnels, with the Croton Filtration Plant serving as the city's only filtration facility. Critical infrastructure includes the Catskill-Delaware UV Disinfection Facility and the extensive Water Tunnels 1, 2, and 3, which secure reliable delivery across the five boroughs.

Residential Sewer Rates:

New York City treats about 1.3 billion gallons of wastewater per day at 14 wastewater resource recovery facilities. The system consists of thousands of miles of sewers, hundreds of pumping stations, and over 100,000 catch basins. Roughly 60 percent of the city is served by combined sewers that carry both wastewater and stormwater, while the remaining areas have separate sewer systems. To reduce flooding and improve water quality, the city has expanded green infrastructure and implemented Bluebelt projects that capture stormwater and ease pressure on the sewer network during heavy rains.

Last adjusted:	July 2025
Fund:	Enterprise
Billing frequency:	Monthly
All units:	\$8.03 /HCF
Based on 159% water rate.	

Residential Stormwater

NYC stormwater fees apply to parking lots and similar properties, charged at \$0.0826 per square foot annually. Properties using approved stormwater management practices may qualify for exemptions, supporting sustainable runoff management and reducing wastewater system demand.

NYC's combined sewer system handles both sewage and stormwater, which can overwhelm the system during heavy rains, leading to combined sewer overflows. Initiatives like green roofs and bioswales aim to mitigate stormwater impacts (<https://www.nyc.gov/dep>).

Newark, New Jersey

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$610.44
Sewer	\$1,487.33
Combined	\$2,097.77
% change from 2024	N/A

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Meter fee (per quarter)	\$55.00
0-3 HCF	\$1.356/HCF
Next 330 HCF	\$4.067/HCF
Next 1,333 HCF	\$3.633/HCF
Over 1,666 HCF	\$3.258/HCF

Newark's Department of Water & Sewer Utilities delivers over 80 million gallons of drinking water daily to approximately 400,000 residents, drawing from the expansive Newark Watershed, which includes five reservoirs and multiple dams north of the city. The main treatment facility is the Pequannock Water Treatment Plant, capable of treating up to 60 million gallons per day after recent upgrades that include new pumps, valves, enhanced

filter media, upgraded control systems, and a modernization of its chlorination system. The system also features about 500 miles of water mains, roughly 80 miles of transmission aqueducts, thousands of hydrants and control valves, and a lead service line replacement program that has removed tens of thousands of aging pipes to ensure safe water delivery.

Residential Sewer Rates:

Wastewater service for Newark is provided primarily through the Passaic Valley Sewerage Commission (PVSC)'s massive Newark Bay Treatment Plant, which serves roughly 1.5 million people across several counties and handles up to 330 million gallons per day. Within Newark, the utility maintains around 420 miles of collection mains, over 7,600 catch basins, 17 combined sewer overflow (CSO) structures, and multiple pumping and screening facilities. The system also includes the South-Side Interceptor, a major trunk sewer that conveys flows from southern neighborhoods to treatment locations.

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Volume Charge	
0 - 6 HCF	\$ 5.62/HCF
>6 HCF	\$12.90'''
PVSC Charge	
0 - 6 HCF	\$ 3.218/HCF
>6 HCF	\$4.829'''

Residential Stormwater

While Newark does not impose separate residential stormwater utility fees, a stormwater connection fee of \$125 per 1,250 square feet applies to new connections to the system during construction or property modifications. For most residents, stormwater management costs are embedded in water and sewer rates. Learn more at <https://water.newarknj.gov>.

Philadelphia, Pennsylvania

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$969.24
Sewer	\$716.04
Combined	\$1,685.28
% change from 2024	11.7%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	September 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (5/8" meter)	\$5.96/bill
0 – 20 HCF	\$7.122/HCF
>20 – 1,000 HCF	\$6.361 "
>1,000 – 20,000 HCF	\$4.938 "
>20,000 HCF	\$4.803 "

Philadelphia's water rates consist of a monthly service charge and a declining block quantity charge. Residential water service is billed in hundred cubic feet (HCF), with rates decreasing at higher usage levels. All quantity charges are subject to the Tiered Assistance Program Rider (TAP-R), which funds reduced water bills for income-eligible households enrolled in the Tiered

Assistance Program (TAP). Philadelphia's drinking water supply is drawn from the Delaware and Schuylkill Rivers and treated at three water treatment plants serving approximately 1.6 million residents. For details: www.phila.gov/water/rates.

Residential Sewer Rates:

Residential sewer charges include a monthly service charge and a uniform quantity charge applied to 100 percent of metered water usage. Sewer quantity charges also include the TAP-R surcharge, which supports the Tiered Assistance Program. Revenues fund wastewater collection and treatment at three water pollution control plants, ensuring regulatory compliance and protecting water quality in the Delaware and Schuylkill Rivers. For details: www.phila.gov/water/sewer.

Last adjusted:	September 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (5/8" meter)	\$8.05/bill
All units	\$ 4.655/HCF
Based on 100% of water usage.	

Residential Stormwater

Philadelphia assesses Stormwater Management Service (SWMS) charges based on impervious surface area. All residential properties pay a flat monthly SWMS charge of \$19.03 and a billing and collection fee of \$2.01. Stormwater revenues support drainage infrastructure, flood mitigation, green stormwater management practices, and compliance with state and federal stormwater regulations. The system serves approximately 1.6 million residents citywide. For details: www.phila.gov/water/stormwater.

Phoenix, AZ

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$447.47
Sewer	\$379.06
Combined	\$823.53
% change from 2024	6.3%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	March 2025
Fund:	Enterprise
Billing frequency:	Monthly
Minimum charge (5/8" meter) includes 1 HCF	\$4.64/HCF
Low Season	\$4.93/HCF
Med. Season	\$5.65 "
High Season	\$6.13 "
Environmental charge	\$0.62/HCF

The City of Phoenix Water Services Department supplies about 110 billion gallons of drinking water annually to 1.7 million residents, drawing primarily from the Salt and Verde rivers through the Salt River Project and from the Colorado River via the Central Arizona Project canal, with groundwater used as backup. The system is anchored by five large treatment plants (Union Hills, Deer Valley, Val Vista, Lake Pleasant, and 24th Street) with a combined capacity of more than 450 million gallons per day, as

well as extensive aqueducts, pumping stations, and reservoirs. Phoenix's billing structure combines a monthly service charge that varies by meter size and includes an allowance of 5 CCF of water in winter and 8 CCF in summer, with seasonal volumetric rates that rise from \$4.93 per CCF in winter to \$6.13 in summer. Additional layers include a raw water cost recovery charge, a \$0.62 per CCF environmental charge, and a Water Quality Assurance Fund fee, while fixed add-ons include a \$1.50 city services tax and a stormwater excise fee of about \$0.95 per month for single-family homes. All water charges are subject to a 2.7% city utility services tax and a 6.3% combined state and county sales tax, making Phoenix one of the most complex large-city rate structures in the country.

Residential Sewer Rates:

Phoenix wastewater is collected through a vast network of pipes and pumping stations and treated primarily at the 91st Avenue Wastewater Treatment Plant, a massive regional facility co-owned with several neighboring cities that can handle more than 200 million gallons per day. Sewer charges for single-family residences are based on 80 percent of winter water use, reflecting typical indoor demand, and include a \$4.50 monthly base charge, a \$1.00 minimum fee, and flow-based charges that typically total around \$2.99 per unit. Commercial, institutional, and industrial users pay higher rates, with surcharges for wastewater strength categories such as restaurants and laundries. Environmental add-ons include a per-unit charge of about \$0.44 and an additional \$0.29 fee, while all sewer charges are also subject to a 2.7% wastewater services tax and the 6.3% combined state and county tax. Revenue supports advanced nutrient removal processes, infrastructure upgrades, and expanded reclaimed water use for irrigation, aquifer recharge, and cooling at local power plants.

Portland, Maine

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$471.12
Sewer	\$1,560.00
Combined	\$2,031.12
% change from 2024	2.7%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Service charge ($\frac{5}{8}$ " meter) <i>Includes 1 HCF:</i>	\$12.08/bill
1-29 HCF	\$3.02/HCF
30-100 HCF	\$2.85 "
100-500 HCF	\$2.52 "
>500 HCF	\$1.45 "

The Portland Water District (PWD) provides drinking water to about 200,000 people in Greater Portland, drawing its supply almost entirely from Sebago Lake, the second largest lake in the state of Maine and one of the cleanest surface water sources in the United States. Because of the lake's exceptional quality, the system operates without a filtration plant, relying instead on disinfection and robust watershed protection programs. The lake is one of the 50 out of 13,000 surface water supplies across the country that are able to serve unfiltered water. The utility

maintains more than 1,000 miles of water mains, several large pump stations, and extensive storage tanks to deliver safe water across the region. Water rates combine a fixed monthly service charge that varies by meter size with tiered volumetric charges, where costs per hundred cubic feet decline at very high levels of use. Seasonal adjustments also apply for large-volume customers on deep mains or surface mains.

Residential Sewer Rates:

Wastewater service in Portland is handled by the city in partnership with the Portland Water District, with treatment provided at the East End Wastewater Treatment Plant, the largest wastewater treatment facility in the state of Maine. The facility processes tens of millions of gallons of wastewater per day before discharge into Casco Bay, along with hundreds of tons of treated biosolids that are typically recycled as organic fertilizer. The sewer system consists of more than 100 miles of pipe, 11 pumping stations, and combined sewer overflow controls that reduce discharges during heavy storms. Residential sewer charges are based on measured water use, with a minimum charge covering the first hundred cubic feet and additional flow billed at a set per-unit rate. For a typical Portland household using 500 cubic feet in a month, the bill would include the minimum plus flow charges, yielding a total of about \$63.75 under 2025 rates.

Last adjusted:	July 2024
Fund:	Enterprise
Billing frequency:	Monthly
All HCF:	\$13.00/HCF

Residential Stormwater

Portland's stormwater utility funds its infrastructure and regulatory obligations through an impervious surface-based fee structure. All property owners pay a stormwater service charge based on the extent of impervious surfaces on their property that contribute to runoff, including roof space, paved, dirt, or gravel driveways and parking areas, and other surfaces that hinder the infiltration of stormwater. Residential properties are assessed a flat monthly fee, while commercial and industrial properties pay fees proportional to their impervious area. Revenue supports the maintenance of storm drains, flood mitigation systems, and green stormwater infrastructure like bioswales, rain gardens, and permeable pavements. These measures enhance flood control, reduce pollution, and comply with the Clean Water Act's MS4 permitting requirements. For more information, visit www.portlandmaine.gov/1108/Stormwater-Billing or www.portlandmaine.gov/590/Stormwater-Service-Charge.

Portland, OR

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$1,882.54
Sewer	\$1,624.80
Combined	\$3,507.34
% change from 2024	7.4%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (per quarter):	\$74.14
Volume charge:	\$8.171/HCF

The Portland Water Bureau delivers about 30 billion gallons per year of high-quality drinking water to nearly 1 million people, primarily drawing from the protected Bull Run Watershed (surface water) and supplemented by the Columbia South Shore Well Field during drought. The system relies on gravity-fed conduits flowing from Bull

Run to the Powell Butte underground reservoir, elevated tanks, and neighborhood water storage, ensuring resilience. Historic open reservoirs at Mount Tabor and Washington Park are being replaced with modern underground storage for seismic safety. Treatment is limited to disinfection and corrosion control, thanks to extremely clean source water, with capacity supported by multiple aqueducts, pump stations, storage tanks, and distribution miles.

Residential Sewer Rates:

Portland's Bureau of Environmental Services (BES) manages a vast wastewater and stormwater system, including over 2,500 miles of pipes, nearly 100 pump stations, and two main treatment plants: Columbia Boulevard (undergoing a \$515 million secondary treatment expansion) and Tryon Creek. The system integrates "grey" infrastructure like the East Side Big Pipe, one of the largest diameter sewer mains in the U.S., with "green" solutions such as rain gardens and green street planters to reduce combined sewer overflows. BES also recovers resources during treatment, including renewable natural gas generated through the Poop-to-Power program, turning methane into clean fuel for city use.

Last adjusted:	July 2024
Fund:	Enterprise
Billing frequency:	Monthly
Residential users:	\$13.54/HCF of water
Non-residential users:	\$14.00/HCF of water

Residential Stormwater

Last adjusted:	July 2024
Fund:	Enterprise
Stormwater unit:	\$5.76/month
Under 1,500 sq.ft	\$69.12/year
1,500-2,700 sq.ft	\$138.24 ""
Over 2,700 sq. ft	\$207.36 ""
Non-Residential	\$14.252 per 1,000 sq. ft

Portland manages stormwater through gray infrastructure (pipes and outfalls) and green solutions like bioswales and rain gardens. Residential properties are charged a stormwater fee based on impervious surface area, starting at \$5.76 per month for small properties. Non-residential properties pay \$14.252 per 1,000 square feet of impervious area, supporting compliance with the Clean Water Act and green infrastructure maintenance.

(Source: www.portland.gov/bes/pay-your-utility-bill/sewer-and-stormwater-rates-and-charges)

Providence, Rhode Island

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$610.01
Sewer	\$836.84
Combined	\$1,446.85
% change from 2024	5.4%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2021
Fund:	Enterprise
Billing frequency:	Monthly
Base charge ($\frac{5}{8}$ " meter)	\$10.35/month
All units	\$3.830 /HCF
State Surcharge	\$0.21842/HCF

Providence's drinking water is supplied by Providence Water, drawing from the expansive Scituate Reservoir system, which includes the main Scituate Reservoir plus six tributary reservoirs and holds roughly 39 billion gallons, enough to serve more than 60% of Rhode Islanders. Water is

treated at the P.J. Holton Water Treatment Plant in Scituate, featuring conventional processes like aeration, coagulation-flocculation, lime for pH and corrosion control, sedimentation, filtration, disinfection, and orthophosphate & fluoridation. The system uses both gravity-fed aqueducts and backup pumping to send water to approximately 80,000 service connections to the city through a system of over 1000 miles of water mains. Providence Water is actively replacing lead service lines with support from federal and state funding and operates a rigorous watershed protection program to preserve the high quality of source water. Providence Water rates are among the lowest in the state.

Residential Sewer Rates:

Wastewater in Providence is handled by the Narragansett Bay Commission, which operates the Fields Point Wastewater Treatment Plant—the largest and oldest in the state, along with the Bucklin Point Plant nearby. The system includes hundreds of miles of interceptors and sewer lines, tide gates, and pumping stations. Providence has implemented a multi-phase Combined Sewer Overflow (CSO) abatement program, including deep storage tunnels and underground facilities, which has captured billions of gallons of untreated sewage and cut nitrogen loads to Narragansett Bay by roughly 80%. Historic infrastructure like the Reservoir Avenue Sewage Pumping Station remains in use, while NB Commission continues upgrading facilities to foster climate resilience and water quality.

Last adjusted:	July 2025
Fund:	Enterprise
Annual Fixed Fee:	\$286.04 per dwelling unit
All units:	\$4.590/HCF

Residential Stormwater

Providence does not impose a specific residential stormwater fee but requires a permit fee for new or redeveloped properties connecting to Narragansett Bay Commission facilities.

These fees range from \$140 to \$500, depending on the user type (narrabay.com).

Stormwater management relies on broader municipal programs, including green infrastructure and flood mitigation projects funded by climate resilience initiatives like the Southeast New England Opportunity to Advance Resilience (SNEP SOAR) program.

(climatereadypvd.providenceri.gov).

Saint Louis, Missouri

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$442.12
Sewer	\$1,103.28
Combined	\$1,545.40
% change from 2024	0.00%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2024
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (5/8" meter)	\$34.33
All HCF	\$2.54/HCF

The City of St. Louis Water Division delivers potable water to approximately 1 million people, including residents of St. Louis and parts of St. Louis County. The system sources water from the Missouri and Mississippi Rivers, with robust

treatment processes ensuring high-quality drinking water. Flat rates apply to unmetered customers (e.g., \$5.41 per room and \$21.19 per toilet per quarter for later years), while metered customers pay readiness-to-serve charges based on meter size (e.g., \$34.33 for a 5/8" meter) and usage charges (\$2.54 per 100 cubic feet). The system's infrastructure supports water treatment, distribution, and billing, with oversight by the Board of Aldermen. More details are available at www.stlwater.com.

Residential Sewer Rates:

The Metropolitan St. Louis Sewer District (MSD) provides wastewater collection and treatment for over 1.3 million people in St. Louis City and County. Metered customers are charged a \$30.14 monthly base rate and \$6.18 per 100 cubic feet of winter-quarter water usage. Unmetered customers are billed based on home features, including \$3.14 per room, \$11.74 per toilet, and \$10.05 per bath/shower each month.

MSD operates extensive infrastructure to ensure safe and efficient wastewater management, focusing on environmental protection and regulatory compliance. Additional fees apply for industrial and commercial users with high-strength discharges. More information can be found at www.msdpjectclear.org.

Last adjusted:	July 2024
Fund:	Enterprise
Billing frequency:	Monthly
Base charge:	\$30.14/bill
All units:	\$6.18/HCF
Based on 100% of water usage.	

Residential Stormwater

MSD's stormwater system manages runoff from impervious surfaces, serving residential and non-residential properties. Non-residential customers are billed \$1.05 per 1,000 square feet of impervious area monthly, while residential stormwater services are funded through voter-approved property taxes. The system includes maintenance of drainage infrastructure, flood mitigation, and environmental compliance. MSD provides tools like the Stormwater Bill Estimator to increase transparency and allow property owners to verify charges. For further details, visit www.msdpjectclear.org.

Saint Paul, Minnesota

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$688.20
Sewer	\$717.60
Combined	\$1,405.80
% change from 2024	10.4%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Quarterly
Service fee (<1"):	\$23.82/Quarter
Winter – December to May:	
All units	\$4.38 /HCF
Summer – June to November:	
All units	\$4.52/HCF
R-O-W Fee:	\$4.50/Quarter
Water Main Replacement Surcharge	\$0.26/HCF
Minnesota Safe Drinking Water Act	\$2.43/Quarter

Saint Paul Regional Water Services delivers approximately 40 million gallons of high-quality drinking water daily to around 450,000 customers across the city and neighboring communities. The utility draws from both treated surface water and clean groundwater sources, relying on a sturdy infrastructure of more than 1,100 miles of water mains, 10,000 fire hydrants, and 95,000 service lines. At the core is the historic McCarrons Water Treatment Plant, currently undergoing a major modernization project to replace aging facilities and secure reliable operations for future generations. The system also prioritizes pipeline rehabilitation using trenchless technologies that reduce disruption and

extend asset life.

Residential Sewer Rates:

Saint Paul's sewer network includes roughly 806 miles of public sanitary sewer and 450 miles of storm sewer, intertwined with over 1,000 miles of private service laterals. Wastewater from the city flows into regional interceptor pipelines overseen by the Metropolitan Council, ultimately serving one of the nation's largest treatment plants—the Metropolitan Water Resource Recovery Facility in Saint Paul. This facility handles around 172 million gallons per day, using advanced secondary treatment before returning treated water to the Mississippi River. The city continues to invest in sewer system lining, pipelining, and broader infrastructure upgrades to enhance durability, reduce overflows, and support long-term reliability.

Last adjusted:	January 2024
Fund:	Enterprise
Billing Frequency:	Quarterly
Service Base Fee	\$9.90/quarter
All units:	\$5.65/HCF

Residential Stormwater

Saint Paul's stormwater utility manages approximately 450 miles of storm sewers to handle runoff, reduce flooding, and protect water quality. Storm Sewer System Charges (SSSC) are assessed annually based on property land use and impervious surface area, which affect runoff volume. Rates include \$119.71 per small residential parcel, \$80.52 per condominium or townhouse unit, and \$1,976.10 per acre for commercial and industrial properties. Cemeteries, parks, and large residential parcels are charged \$200.23 per acre. These fees fund system maintenance, regulatory compliance, and green infrastructure projects like retention basins and rain gardens. Property owners can request charge reviews for implementing stormwater management measures. Learn more at www.stpaul.gov/departments/public-works/sewer-utility-division/storm-sewer-system-charge.

San Antonio, Texas

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$515.00
Sewer	\$438.24
Combined	\$953.24
% change from 2024	0.0%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2024
Fund:	Enterprise
Billing Frequency:	Monthly
Base charge (5/8" meter)	\$9.00/kgal + \$2 if over 4kgal/bill
Water Supply Fee	
0 – 4 kgal:	\$1.631/kgal
>4 – 7 kgal:	\$3.018 "
>7 – 12 kgal:	\$5.464 "
>12 – 20 kgal:	\$7.177 "
>20 kgal:	\$10.194 "
Monthly Volume Charge:	
0 – 4 kgal:	\$0.907/kgal
>4 – 7 kgal:	\$1.678 "
>7 – 12 kgal:	\$3.039 "
>12 – 20 kgal:	\$3.991 "
>20 kgal:	\$5.669 "

San Antonio Water System (SAWS) serves over 2 million residents with water sourced from the Edwards Aquifer, Trinity Aquifer, Canyon Lake, and desalination plants. Residential water bills include a \$9.00 base charge (5/8" meter) plus tiered volume rates: \$0.907/kgal for 0–4 kgal, increasing up to \$5.669/kgal for usage over 20 kgal. The Water Supply Fee (\$1.631–\$10.194/kgal) funds long-term water resource projects. The Edwards Aquifer Authority (EAA) Fee (\$0.2986/kgal) supports the management and protection of the Edwards Aquifer. The Uplift Assistance Program Fee (\$0.13/kgal) funds bill assistance programs for qualifying low-income customers, ensuring water affordability. The TCEQ Fee (\$0.21/bill) covers regulatory compliance costs passed through to SAWS by the Texas Commission on Environmental Quality. www.saws.org

Residential Sewer Rates:

SAWS sewer services support wastewater treatment for over 2 million residents, ensuring clean water discharge and environmental protection. Bills include a \$10.00 base charge (5/8" meter) and tiered volume rates: \$2.539/kgal for the first 4 kgal and \$4.444/kgal above 4 kgal, calculated using winter average water usage. The Uplift Assistance Program Fee (\$0.15/kgal) provides financial relief to low-income customers for sewer services. The TCEQ Fee (\$0.06/bill) funds state-mandated regulatory compliance to maintain water quality and environmental standards. www.saws.org

Last adjusted:	January 2024
Fund:	Enterprise
Billing Frequency:	Monthly
Service Charge	\$10/month
0 – 4 kgal	\$ 2.539/kgal
>4 kgal	\$ 4.444 "

Residential Stormwater

The City Stormwater Fee funds drainage infrastructure to manage runoff, reduce flooding, and protect water quality. Residential customers pay a \$3.75 flat fee monthly, determined by impervious surface area on their property. This fee supports flood mitigation projects, system maintenance, and compliance with federal stormwater regulations to improve environmental resilience and public safety.

www.saws.org

San Diego, California

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$1,285.08
Sewer	\$796.62
Combined	\$2,081.70
% change from 2024	10.0%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	May 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (3/4"):	\$28.84/month
0 – 5 HCF	\$7.34/HCF
6 – 11 ""	\$ 8.31 ""
>11 ""	\$ 10.46 ""

The City of San Diego Public Utilities Department provides drinking water to approximately 1.4 million residents. The system relies heavily on imported water, around 70 to 90 percent, delivered via the Metropolitan Water District and the extensive San Diego Aqueducts, which channel water from the Colorado River and Northern

California. Supplemental local sources include El Capitan Reservoir, Morena Reservoir, and other smaller facilities. The utility operates nine surface reservoirs, three treatment plants, around 49 pump stations, 29 treated-water storage sites, and over 3,300 miles of pipeline. San Diego is also investing in supply diversification through projects like the Carlsbad Desalination Plant and the Pure Water San Diego recycled-water program, which aims to meet nearly half of local demand by 2035. Rising costs from imported supplies, energy, infrastructure, and climate impacts are driving rate increases, with recent hikes of 5.5 percent in 2025 and projections of about 14 percent annually, potentially raising average monthly household bills from \$90 to more than \$145 by 2030.

Residential Sewer Rates:

San Diego's wastewater system serves over 2.3 million customers and includes three wastewater treatment plants and 131 pump stations, connected via thousands of miles of sewer pipelines. The Public Utilities Department coordinates capital and rehabilitation projects, including widespread replacement of aging concrete and clay mains under coordinated "Group Jobs," to ensure reliability and reduce disruptions. Emerging

investments support indirect potable reuse through the Pure Water San Diego program and other upgrades that help meet environmental mandates and strengthen system resilience.

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Bi-monthly
Base charge:	\$31.50/bill
All units:	\$5.33/HCF

Residential Stormwater

San Diego's stormwater utility manages 900 miles of channels and 70,000 drains to mitigate flooding and pollution, funded by a \$12 annual fee for most residential properties (sandiego.gov/stormwater). Non-residential properties pay fees based on parcel size and impervious surface area. The fee, unchanged since 1990, creates a \$1.6 billion funding shortfall (thinkblue.org). With grants and general funds currently filling the gap, future funding solutions, such as parcel-based fees, are critical to meet federal mandates, control urban runoff, and rehabilitate infrastructure.

San Francisco, California

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$1,679.04
Sewer	\$2,090.88
Combined	\$3,769.92
% change from 2024	5.2%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge ($\frac{5}{8}$ " meter)	\$18.36/month
0 – 4 HCF	\$ 11.40/HCF
>4 HCF	\$ 12.66 "

The San Francisco Public Utilities Commission (SFPUC) delivers drinking water to more than 2.6 million people across San Francisco and surrounding Bay Area communities via the legendary Hetch Hetchy system, originating in Yosemite's Tuolumne River watershed. Water

travels through the 167-mile Hetch Hetchy Aqueduct and is stored in local reservoirs such as Sunset, Calaveras, Crystal Springs, and San Antonio, then distributed through gravity-fed pipelines, pump stations, and storage infrastructure. Because much of the water is pristine and protected, the system relies only on disinfection methods including UV and ozonation—no filtration plants are required. The SFPUC also operates extensive capital improvement programs to enhance seismic resilience and reliability across its water conveyance and storage network.

Residential Sewer Rates:

San Francisco operates one of the few coastal combined sewer systems in California, where sewage and stormwater share pipes. The network spans about 900 miles, converging at two major wastewater treatment plants—the Southeast Treatment Plant, serving approximately 80 percent of flows, and the Oceanside Treatment Plant, with the remainder handled by the region. During large storms, the North Point Wet-Weather Facility supplements treatment capacity to manage surges. The system includes underground overflow boxes that store up to 200 million gallons of combined flows before treatment, as well as a citywide program of green infrastructure to reduce stormwater inflow and improve environmental performance. SFPUC is currently investing heavily in modernizing its sewer system for resilience, transitioning toward resource recovery, nutrient reduction, seismic upgrades, and green-stormwater solutions.

Last adjusted:	July 2025
Fund:	Special Revenue
Service charge ($\frac{5}{8}$ " meter):	\$5.76/month
Volume Charge (Based on 90% of water usage)	\$18.72/HCF

Residential Stormwater

The stormwater charge, integrated into sewer bills, is based on parcel size and surface type. Residential parcels $\leq 6,000$ sq ft are billed under a three-tier system (e.g., \$5.04/month for Tier 1 in FY24-25). Larger and non-residential parcels are assessed by permeable (\$0.41/1,000 sq ft) and impermeable (\$4.11/1,000 sq ft) areas. Geospatial analysis determines charges, but customers can contest assessments. Green infrastructure projects like rain gardens and permeable pavement qualify for stormwater credits, reducing runoff and monthly bills while supporting climate adaptation

San Francisco Public Utilities Commission, *Rate Schedules & Fees for Water and Sewer Service*, Fiscal Years 2024-25 and 2025-26. Available at: <https://sfpuc.gov>.

San Jose, California

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$1,629.04
Sewer	\$605.04
Combined	\$2,234.08
% change from 2024	1.9%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	July 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge ($\frac{5}{8}$ " meter)	\$73.72/bill
0 – 6 HCF	\$4.66/HCF
6 – 12 HCF	\$ 6.95 "
>12 HCF	\$ 13.27 "

San José's drinking water is supplied by San Jose Water Company, serving more than 1 million residents in the city and surrounding areas. Supplies are blended from imported surface water via the Santa Clara Valley Water District, local reservoirs, and groundwater from the Santa Clara Basin. The system includes more than 2,400 miles

of water main, over 100 storage tanks and reservoirs, and treatment at the Montevina Filtration Plant, with ongoing investments in seismic upgrades and main replacement.

Residential Sewer Rates:

San José's Environmental Services Department provides wastewater service, with treatment at the San José–Santa Clara Regional Wastewater Facility. The advanced tertiary plant treats more than 110 million gallons per day on average, has a capacity

Last adjusted:	July 2025
Fund:	Enterprise
Flat rate	\$50.42/month

of 167 MGD, and serves about 1.5 million residents across San José and seven tributary cities. The system includes over 2,000 miles of sanitary sewer, maintained through routine inspections and rehabilitation programs. For FY 2025–26, residential sewer charges are billed through property tax at \$50.42 per month (\$605 annually) for single-family homes, \$33.78 per unit for multifamily residences, and \$38.10 per unit for mobile homes. Commercial, institutional, and light industrial users are billed by classification and adjusted winter water use, with rates ranging from roughly \$4.34 to more than \$10 per hundred cubic feet. Large industrial users are billed monthly based on actual flow and pollutant loads, with capital recovery charges tied to treatment capacity.

Residential Stormwater

Stormwater charges in San Jose are based on property size and type. Single-family homes and duplexes are charged \$7.87 per month (or \$94.44 annually), while multiple-family residences (3-4 units) pay \$14.95 per month (\$179.40 annually). Larger multiple-family residences (5+ units) are charged \$4.30 per unit per month, totaling \$51.60 per year. Mobile homes incur a \$3.94 per month charge, amounting to \$47.28 annually. These fees help maintain the city's stormwater drainage system, preventing flooding, managing runoff, and meeting water quality standards.

Source: www.sanjoseca.gov

Santa Fe, New Mexico

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$813.42
Sewer	\$507.96
Combined	\$1,321.38
% change from 2024	0.0%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	May 2019
Fund:	Enterprise
Billing frequency:	Monthly
Base charge (5/8" meter)	\$18.42/month
September to April:	
0 – 7,000 gallons	\$6.06/kgal
> 7,000 gallons	\$21.72 ""
May To August:	
0 – 10,000 gallons	\$6.06/kgal
> 10,000 gallons	\$21.72 ""

Santa Fe's Water Division delivers drinking water using infrastructure that includes over 600 miles of distribution pipelines, about 20 active wells, two water treatment plants, and two reservoirs with dams, all vital for ensuring clean delivery. The city draws from multiple sources including local wells, reservoir storage, and significant imports via the San Juan–Chama Project, which brings Rio Grande–diverted water to bolster supplies. Proactive maintenance and asset management keep aging infrastructure performing, with watershed protection efforts focused on wildfire

prevention to safeguard water quality. Long-range planning, branded as "Water 2100," targets future resilience under pressures like climate change, drought, and river compacts, while the innovative return flow reuse initiative is being designed to recycle treated wastewater back into the Rio Grande, expanding future diversions under existing water rights.

Residential Sewer Rates:

Santa Fe's Wastewater Management Division operates the Paseo Real Wastewater Treatment Plant, a conventional facility designed for approximately 13 million gallons per day, which serves residents and seasonal visitors alike. The system ensures collection and treatment of city sewage within regulatory standards. For reuse and resilience, the city leverages reclaimed water for landscape irrigation and is exploring return flow strategies to bolster local supply. While rate increases are being implemented incrementally, adding about \$1 to the monthly sewer bill each year over the next decade, they support sustainable treatment, reuse, and infrastructure upkeep.

Last adjusted:	January 2019
Fund:	Enterprise
Billing frequency:	Monthly
Service Fee	\$7.53/month
Usage Fee	\$4.64/kgal

Residential Stormwater

Santa Fe's stormwater utility, last updated in 2020, charges \$5.50/month for residential customers. Revenues support stormwater infrastructure, flood mitigation, and Clean Water Act compliance. The utility serves city and authorized areas. Challenges include upgrading infrastructure and managing increased storm intensity.

(Source: Santa Fe Code of Ordinances, Chapter 13, Subsection 13-1)

Seattle, Washington

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$974.80
Sewer	\$2,305.20
Combined	\$3,280.00
% change from 2024	3.9%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	January 2025
Fund:	Enterprise
Billing frequency:	Monthly
Base charge ($\frac{3}{4}$ " meter)	\$20.45/month
Winter – September 16 to May 15:	
All units	\$ 5.79 /HCF
Summer – May 16 To September 15:	
0 – 10 HCF	\$ 5.95/HCF
10 – 26 HCF	\$ 7.36 "
>36 HCF	\$11.80 "

Seattle Public Utilities delivers about 124 million gallons of drinking water per day to roughly 1.5 million residents in Seattle and 18 surrounding communities. Supply comes from two protected, forested watersheds east of the city: the Cedar River, providing about 60 percent, and the South Fork Tolt River, providing about 40 percent. The system includes aqueducts, two treatment facilities, approximately 1,800 miles of pipeline, and storage infrastructure, supported by long-term capital planning. The largely gravity-fed system provides a resilient supply with strong environmental protection, and water quality meets or exceeds all federal standards with daily testing before and after treatment.

Residential Sewer Rates:

Seattle's wastewater and stormwater are managed through a mix of combined and separate sewer systems. Seattle Public Utilities maintains the local collection network, while King County Metro operates the regional interceptor system and treatment plants. The largest facility, the West Point Treatment Plant, treats up to 300 million gallons per day during wet weather and incorporates energy recovery and biosolids reuse. Additional treatment is provided at the South Plant in Renton and the Brightwater Treatment Plant serving suburban areas. Seattle also uses green infrastructure, underground storage, and flood mitigation projects to manage combined sewer overflows under its Shape Our Water long-term resilience plan.

Last adjusted:	January 2025
Fund:	Enterprise
All units:	\$19.21/HCF

Residential Stormwater:

Last adjusted:	January 2024
Fund:	Enterprise
Under 2,000 sq. ft.	\$229.93/year
2,000-2,999 "'	\$379.58 "
3,000-4,999 "'	\$524.59 "
5,000-6,999 "'	\$712.36 "
7,000-9,999 "'	\$898.51 "

The stormwater system manages runoff using approximately 400 miles of pipes and Green Stormwater Infrastructure (GSI) like rain gardens and permeable pavements. Drainage fees are based on impervious surface area, encouraging sustainable practices to reduce flooding and pollution while protecting local waterways. SPU also partners with programs that aid property owners in building GSI to manage stormwater, such as RainWise and RainCity Partnerships Program.

Information was pulled from [Seattle Public Utilities](#). For more information, visit their website.

Washington, District of Columbia

Annual Cost AWWA Standard for Historical Comparison (120 HCF \approx 90,000 gals.)	
Water	\$1,005.00
Sewer	\$1,713.00
Combined	\$2,718.00
% change from 2024	2.9%

Stormwater fee not included in annual rates.

Residential Water Rates:

Last adjusted:	October 2025
Fund:	Enterprise
Billing frequency:	Monthly
Meter fee ($\frac{5}{8}$ " meter):	\$7.75/month
0 – 4 HCF:	\$5.78/HCF
>4 HCF:	\$7.60 "
Water System Replacement Fee:	\$6.30/month

Washington, D.C.'s drinking water comes from the Potomac River, captured at Great Falls and Little Falls, and treated at the Dalecarlia Water Treatment Plant and McMillan Reservoir by the Washington Aqueduct, operated by the U.S. Army Corps of Engineers. Once treated, the water is distributed by DC Water to more than 600,000 residents through over 1,300 miles of water mains, five pump stations, five reservoirs, and three elevated tanks. For FY2026, residential water rates are tiered at \$5.78 per Ccf for the first 4 Ccf and \$7.60 per Ccf thereafter, with multi-family customers charged \$6.47 per Ccf and non-residential customers \$7.84 per Ccf. A Customer Metering Fee of \$7.75 per month and a Water System

Replacement Fee of \$6.30 per month continue to apply to standard residential meters.

Residential Sewer Rates:

Wastewater in the District is collected through more than 1,800 miles of sanitary, storm, and combined sewers and treated at the Blue Plains Advanced Wastewater Treatment Plant, the largest in the world, which can handle up to 300 million gallons per day. FY2026 sewer rates are \$12.52 per Ccf for residential, multi-family, and non-residential customers, with additional charges such as a Groundwater Sewer Charge of \$3.76 per Ccf and a High Flow Filter Backwash rate of \$3.39 per Ccf. Bills also include the Clean Rivers Impervious Area Charge of \$22.25 per ERU, which funds the Clean Rivers Project to reduce combined sewer overflows. District pass-through fees apply as well, including the PILOT fee of \$0.62 per Ccf, the Right-of-Way fee of \$0.20 per Ccf, and a Stormwater Fee of \$2.67 per ERU. For an average household using 5.42 Ccf per month, the total FY2026 bill comes to about \$141.97 per month, covering all water, sewer, and environmental charges.

Last adjusted:	October 2025
Fund:	Enterprise
All units:	\$12.52/HCF
Groundwater sewer charge:	\$3.76/HCF
High Flow Filter Backwash Wastewater Retail Sewer Rate:	\$3.54 "

Residential Stormwater

Stormwater fees fund infrastructure to manage runoff and reduce pollution. The Clean Rivers Impervious Area Charge (CRIAC), \$21.23 per Equivalent Residential Unit (ERU) for FY 2025, supports the Combined Sewer Overflow Long Term Control Plan (CSO LTCP), which reduces combined sewer overflows (CSOs). Introduced in 2009, the CRIAC is based on impervious surface area, with one ERU equal to 1,000 square feet, ensuring equitable cost distribution. The Stormwater Fee, \$2.67 per ERU, supports compliance with the Municipal Separate Storm Sewer System (MS4) permit, funding pollution control, green infrastructure, and runoff reduction projects. These fees are assessed using GIS data and billed monthly to address runoff impacts and support regulatory mandates.

Information was pulled from [DC Water](#). For more information, visit their website.

APPENDIX A

2024 WATER & SEWER RETAIL RATE INFORMATION

NOTE: The Advisory Board endeavors to portray the most accurate information possible at time of print. As a result, some 2024 rates and calculations may differ from the information published in the 2024 Retail Rate Survey to reflect more accurate information obtained since that time.

Combined Annual Water and Sewer Charges for Communities Receiving Services from the MWRA 2024

Charges include MWRA, community, and alternatively supplied services.

Rates based on average annual household use of **120 hundred cubic feet (HCF)**, or approximately **90,000 gallons**.

	Water	Sewer	Combined	Change
Arlington (W/S)*	\$1,118.08	\$1,298.68	\$2,416.76	3.1%
Ashland (S/partial W)	\$569.20	\$1,697.60	\$2,266.80	6.4%
Bedford (S/partial W)	\$1,023.02	\$1,762.31	\$2,785.33	10.9%
Belmont (W/S)	\$908.64	\$1,749.60	\$2,658.24	0.0%
Boston (W/S)	\$780.66	\$979.50	\$1,760.16	-2.1%
Braintree (S)	\$764.60	\$1,036.60	\$1,801.20	0.7%
Brookline (W/S)	\$771.68	\$1,314.32	\$2,086.00	3.5%
Burlington (S/partial W)	\$320.16	\$508.76	\$828.92	8.0%
Cambridge (S/partial W)	\$445.20	\$2,002.00	\$2,447.20	5.2%
Canton (S/partial W)	\$982.36	\$1,136.72	\$2,119.08	10.9%
Chelsea (W/S)	\$727.20	\$1,212.00	\$1,939.20	1.5%
Chicopee (W)	\$564.00	\$1,014.00	\$1,578.00	14.9%
Clinton (W/S)	\$375.52	\$281.98	\$657.50	0.0%
Dedham (S/partial W)	\$766.32	\$1,119.40	\$1,885.72	13.5%
Everett (W/S)	\$340.80	\$924.00	\$1,264.80	5.1%
Framingham (W/S)	\$1,044.60	\$1,316.52	\$2,361.12	0.0%
Hingham (S)	\$766.39	\$1,687.20	\$2,453.59	0.0%
Holbrook (S)	\$1,128.80	\$929.60	\$2,058.40	0.0%
Leominster (partial W)	\$667.20	\$653.52	\$1,320.72	14.3%
Lexington (W/S)	\$708.40	\$1,492.80	\$2,201.20	3.7%
Lynn (partial W)	\$567.96	\$1,042.22	\$1,610.18	4.3%
Malden (W/S)	\$847.92	\$926.88	\$1,774.80	8.0%
Marblehead (W)	\$1,012.00	\$1,590.00	\$2,602.00	10.3%
Marlborough (partial W)	\$1,011.60	\$1,107.60	\$2,119.20	8.5%
Medford (W/S)	\$953.52	\$1,421.28	\$2,374.80	8.0%
Melrose (W/S)	\$1,192.85	\$1,517.56	\$2,710.41	5.1%
Milton (W/S)	\$973.44	\$1,794.24	\$2,767.68	6.1%
Nahant (W)*	\$1,321.20	\$1,507.20	\$2,828.40	8.1%
Natick (S)	\$563.04	\$1,652.00	\$2,215.04	2.8%
Needham (S/partial W)	\$502.48	\$1,427.56	\$1,930.04	5.8%
Newton (W/S)	\$1,061.80	\$1,642.60	\$2,704.40	2.5%
Northborough (partial W)	\$795.68	\$1,580.32	\$2,376.00	3.9%
Norwood (W/S)	\$889.44	\$1,174.32	\$2,063.76	6.0%
Peabody (partial W)	\$524.00	\$758.40	\$1,282.40	0.0%
Quincy (W/S)	\$1,038.00	\$1,428.00	\$2,466.00	9.0%
Randolph (S)	\$703.20	\$1,131.40	\$1,834.60	0.9%
Reading (W/S)	\$1,423.40	\$1,346.20	\$2,769.60	3.4%
Revere (W/S)	\$552.00	\$1,665.60	\$2,217.60	4.3%
Saugus (W)	\$823.40	\$602.00	\$1,425.40	5.6%
Somerville (W/S)	\$1,034.16	\$1,839.30	\$2,873.46	6.6%
Stoneham (W/S)	\$834.00	\$1,470.00	\$2,304.00	2.6%
Stoughton (S/partial W)	\$729.48	\$1,503.60	\$2,233.08	0.0%
Swampscott (W)	\$1,044.80	\$961.52	\$2,006.32	10.6%
Wakefield (S/partial W)	\$1,153.32	\$1,585.76	\$2,739.08	2.5%
Walpole (S)	\$828.90	\$1,147.81	\$1,976.71	3.5%
Waltham (W/S)	\$407.28	\$733.32	\$1,140.60	0.0%
Watertown (W/S)	\$781.48	\$1,481.68	\$2,263.16	7.0%
Wellesley (S/partial W)	\$673.56	\$1,328.40	\$2,001.96	3.8%
Westwood (S/partial W)	\$766.32	\$870.60	\$1,636.92	2.7%
Weymouth (S)	\$759.48	\$1,238.44	\$1,997.92	3.3%
Wilbraham (W)	\$494.40	\$552.00	\$1,046.40	0.0%
Wilmington (S/partial W)	\$624.00	\$740.40	\$1,364.40	0.0%
Winchester (S/partial W)*	\$548.60	\$497.40	\$1,046.00	10.4%
Winthrop (W/S)	\$1,576.20	\$1,576.20	\$3,152.40	4.0%
Woburn (S/partial W)	\$379.24	\$295.00	\$674.24	0.0%
Worcester (partial W)	\$458.40	\$875.52	\$1,333.92	3.0%
AVERAGE	\$796.85	\$1,216.60	\$2,013.44	4.68%

The following communities do not provide municipal sewer services and, therefore, are not listed: Lynnfield Water District, South Hadley Fire District #1, Southborough and Weston.

(*) Indicates communities that utilize the debt service exclusion as permitted under General Law 59 Section 21C(n).

**ANNUAL WATER AND SEWER CHARGES IN
COMMUNITIES RECEIVING SERVICES FROM THE MWRA
2024**

	Water	Sewer
Arlington (W/S)*	\$ 1,118.08	\$ 1,298.68
Ashland (S/partial W)	\$ 569.20	\$ 1,697.60
Bedford (S/partial W)	\$ 1,023.02	\$ 1,762.31
Belmont (W/S)	\$ 908.64	\$ 1,749.60
Boston (W/S)	\$ 780.66	\$ 979.50
Braintree (S)	-	\$ 1,036.60
Brookline (W/S)	\$ 771.68	\$ 1,314.32
Burlington (W/S)	\$ 320.16	\$ 508.76
Cambridge (S/partial W)	\$ 445.20	\$ 2,002.00
Canton (S/partial W)	\$ 982.36	\$ 1,136.72
Chelsea (W/S)	\$ 727.20	\$ 1,212.00
Chicopee (W)	\$ 564.00	-
Clinton (W/S)	\$ 375.52	\$ 281.98
Dedham (S/partial W)	\$ 766.32	\$ 1,119.40
Everett (W/S)	\$ 340.80	\$ 924.00
Framingham (W/S)	\$ 1,044.60	\$ 1,316.52
Hingham (S)	-	\$ 1,687.20
Holbrook (S)	-	\$ 929.60
Leominster (partial W)	\$ 667.20	-
Lexington (W/S)	\$ 708.40	\$ 1,492.80
Lynn (partial W)	\$ 567.96	-
Lynnfield (W)	\$ 532.80	-
Malden (W/S)	\$ 847.92	\$ 926.88
Marblehead (W)	\$ 1,012.00	-
Marlborough (partial W)	\$ 1,011.60	-
Medford (W/S)	\$ 953.52	\$ 1,421.28
Melrose (W/S)	\$ 1,192.85	\$ 1,517.56
Milton (W/S)	\$ 973.44	\$ 1,794.24
Nahant (W)*	\$ 1,321.20	-
Natick (S)	-	\$ 1,652.00
Needham (S/partial W)	\$ 502.48	\$ 1,427.56
Newton (W/S)	\$ 1,061.80	\$ 1,642.60
Northborough (partial W)	\$ 795.68	-
Norwood (W/S)	\$ 889.44	\$ 1,174.32
Peabody (partial W)	\$ 524.00	-
Quincy (W/S)	\$ 1,038.00	\$ 1,428.00
Randolph (S)	-	\$ 1,131.40
Reading (W/S)	\$ 1,423.40	\$ 1,346.20
Revere (W/S)	\$ 552.00	\$ 1,665.60
Saugus (W)	\$ 823.40	-
Somerville (W/S)	\$ 1,034.16	\$ 1,839.30
South Hadley (W)	\$ 555.60	-
Southborough (W)	\$ 715.80	-
Stoneham (W/S)	\$ 834.00	\$ 1,470.00
Stoughton (S/partial W)	\$ 729.48	\$ 1,503.60
Swampscott (W)	\$ 1,044.80	-
Wakefield (S/partial W)	\$ 1,153.32	\$ 1,585.76
Walpole (S)	-	\$ 1,147.81
Waltham (W/S)	\$ 407.28	\$ 733.32
Watertown (W/S)	\$ 781.48	\$ 1,481.68
Wellesley (S/partial W)	\$ 673.56	\$ 1,328.40
Weston (W)	\$ 611.00	-
Westwood (S/partial W)	\$ 766.32	\$ 870.60
Weymouth (S)	-	\$ 1,238.44
Wilbraham (W)	\$ 494.40	-
Wilmington (S/partial W)	\$ 624.00	\$ 740.40
Winchester (S/partial W)*	\$ 548.60	\$ 497.40
Winthrop (W/S)	\$ 1,576.20	\$ 1,576.20
Woburn (S/partial W)	\$ 379.24	\$ 295.00
Worcester (partial W)	\$ 458.40	-

AVERAGE	\$ 783.47	\$ 1,270.12
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Percent change	5.6%	3.94%
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Water and Sewer Charges are based on an annual water consumption of 120 HCF \approx 90 kgal.

(*) Indicates communities that utilize the debt service exclusion as permitted under General Law 59 Section 21C(n).

APPENDIX B

SECOND METER INFORMATION AND GLOSSARY

SECOND METER INFORMATION:

	Number	Percent
MWRA or partially supplied communities utilizing second meters to adjust water bills	YES: 38 NO: 22	YES: 63.3% NO: 36.7%

Ashland (S/partial W)	Yes	Arlington (W/S)*	No
Bedford (S/partial W)	Yes	Braintree (S)	No
Belmont (W/S)	Yes	Clinton (W/S)	No
Boston (W/S)	Yes	Everett (W/S)	No
Brookline (W/S)	Yes	Hingham (S)	No
Burlington (S/partial W)	Yes	Holbrook (S)	No
Cambridge (S/partial W)	Yes	Lynnfield (W)	No
Canton (S/partial W)	Yes	Malden (W/S)	No
Chelsea (W/S)	Yes	Northborough (partial W)	No
Chicopee (W)	Yes	Randolph (S)	No
Dedham (S/partial W)	Yes	Reading (W/S)	No
Framingham (W/S)	Yes	Somerville (W/S)	No
Leominster (partial W)	Yes	South Hadley (W)	No
Lexington (W/S)	Yes	Southborough (W)	No
Lynn (partial W)	Yes	Stoughton (S/partial W)	No
Marblehead (W)	Yes	Wakefield (S/partial W)	No
Marlborough (partial W)	Yes	Weston (W)	No
Medford (W/S)	Yes	Weymouth (S)	No
Melrose (W/S)	Yes	Wilmington (S/partial W)	No
Milton (W/S)	Yes	Winchester (S/partial W)*	No
Nahant (W)*	Yes	Winthrop (W/S)	No
Natick (S)	Yes	Woburn (S/partial W)	No
Needham (S/partial W)	Yes		
Newton (W/S)	Yes		
Norwood (W/S)	Yes		
Peabody (partial W)	Yes		
Quincy (W/S)	Yes		
Revere (W/S)	Yes		
Saugus (W)	Yes		
Stoneham (W/S)	Yes		
Swampscott (W)	Yes		
Walpole (S)	Yes		
Waltham (W/S)	Yes		
Watertown (W/S)	Yes		
Wellesley (S/partial W)	Yes		
Westwood (S/partial W)	Yes		
Wilbraham (W)	Yes		
Worcester (partial W)	Yes		

GLOSSARY:

ABBREVIATIONS/DESIGNATIONS

- ◆ (W/S) = MWRA Water and Sewer Community
- ◆ (W) = MWRA Water Only Community
- ◆ (S) = MWRA Sewer Only Community
- ◆ CF = Cubic Foot
- ◆ HCF = Hundred Cubic Feet
- ◆ 1 HCF = 100 Cubic Feet = 748 Gallons
- ◆ kgal = 1,000 gallons
- ◆ n/a = No answer

All of the information cited below is taken directly from *Massachusetts Water Resources Authority Technical Assistance Program: Municipal Water and Sewer Rate Making, A Guide for Local Officials*. May, 1989.

DEBT EXCLUSION

A referendum to increase the levy limit by the amount of principal and interest payable each year on specific long-term bonds issued by a community; this exclusion remains in effect for the life of the debt only.

WATER AND SEWER WHOLESALE CHARGES

Within the MWRA service area, these are the charges that are made by the MWRA to each community for the total amount of water and/or sewer treatment service, which is provided to that community for a fiscal year; MWRA wholesale charges constitute one component of each community's total water and sewer service costs.

WATER AND SEWER RETAIL CHARGES

User charges which are billed to specific properties by a municipality or public utility for the provision of water and sewer service; these charges are generally billed periodically during the year and are generally based on the metered flow of water into each property; also known as "retail rates."

GENERAL FUND - 7 water, 6 sewer (full and partial MWRA communities)

General fund accounting for water and sewer operations is typically the most understood accounting support alternative. This option does not require adoption of any legislation. Essentially, water and sewer expenditure and revenue accounts exist with the general fund along with other community financial activity. No segregation of utility costs and revenues is provided for. General fund accounting is on the budgetary (cash) basis and period-end or year-end reporting is on the modified accrual basis.

SPECIAL REVENUE FUND - 3 water, 3 sewer (full and partial MWRA communities)

A special revenue fund is defined as "a fund used to account for the proceeds of specific revenue sources (other than expendable trusts or major capital projects) that are legally restricted to expenditure for specified purposes".

Special revenue fund accounting provides for segregation of water/sewer costs and revenues from other municipal financial activity.

Like the general fund, special revenue fund accounting is on the budgetary (cash) basis and financial reporting is on the modified accrual basis.

ENTERPRISE FUND - 51 water, 47 sewer (full and partial MWRA Communities)

A fund established to account for operations financed and operated in a manner similar to private business enterprises. In this instance the governing body intends that costs (expenses, including depreciation) of providing goods or services to the general public on a continuing basis be recovered primarily through user charges.

A fund established because the governing body has decided that periodic determination of revenues earned, expenses incurred and/or net income is appropriate for capital maintenance, public policy management control, accountability or other purposes.

Like special revenue funds, enterprise funds allow communities to separately account for the expenditures and revenues of their water/sewer operations. Similarly, this segregated accounting provides enhanced information regarding the results of operations and facilitates rate setting and rate analyses. A community may elect to adopt enterprise fund(s) through city council or town meeting vote. Each enterprise fund must be adopted individually.

Enterprise fund accounting is generally the most complex of the accounting alternatives. Its accounting may be on the accrual basis or budgetary (cash) basis. Reporting, however, should be on the accrual basis. Accordingly, if accounting is on the budgetary basis, year-end accrual adjustments will be required to attain accrual basis reporting. These year-end accrual adjustments will generally include:

- Fixed asset capitalization and related depreciation
- Pension liabilities
- Sick, vacation and other compensated absences
- Revenue
- Contributed capital
- Other year-end accruals

APPENDIX C

2024 Community Water Use Data

Local, State, & Federal Data

Community	A B		C	D	E	F
	Annual Residential Water Use (million gallons) ¹	Population ²	Annual Per Capita Water Use (gallons)	Average Household Size ²	Annual Household Water Use (gallons)	Annual Household Water Use (hcf)
Data Source / Calculation	Public Water Supply Annual Statistical Report *		Calculation C = A/B	2020 US Census	Calculation E= C x D	Calculation F = E /748
Arlington	806.7	46,308	17,421	2.24	39,023	52.2
Ashland	336.0	18,832	17,840	2.59	46,205	61.8
Bedford	286.3	14,383	19,905	2.50	49,764	66.5
Belmont	562.1	27,295	20,593	2.54	52,307	69.9
Boston	9,249.0	675,647	13,689	2.26	30,937	41.4
Braintree	676.2	39,143	17,275	2.56	44,225	59.1
Brookline	1,253.7	63,191	19,840	2.27	45,037	60.2
Burlington	487.1	26,377	18,468	2.64	48,756	65.2
Cambridge	1,774.0	118,403	14,983	2.00	29,965	40.1
Canton	498.1	22,453	22,183	2.54	56,344	75.3
Chelsea	644.0	40,787	15,788	2.92	46,101	61.6
Chicopee	1,101.7	55,560	19,828	2.28	45,209	60.4
Clinton	315.1	15,428	20,423	2.32	47,381	63.3
Dedham/Westwood	865.6	41,630	20,792	2.57	53,434	71.4
Everett	709.4	49,075	14,455	2.67	38,595	51.6
Framingham	1,271.3	72,362	17,568	2.47	43,393	58.0
Hingham 4	786.0	45,339	17,336	2.46	42,648	57.0
Holbrook	163.1	11,405	14,298	2.62	37,461	50.1
Leominster	568.5	43,782	12,984	2.41	31,291	41.8
Lexington	820.0	34,454	23,800	2.68	63,784	85.3
Lynn	1,804.0	101,253	17,817	2.69	47,927	64.1
Lynnfield Water District 3	106.6	4,820	22,123	2.77	61,280	81.9
Malden	1,196.3	66,263	18,054	2.50	45,136	60.3
Marblehead	491.9	20,441	24,065	2.42	58,238	77.9
Marlborough	605.4	41,793	14,485	2.46	35,632	47.6
Medford	943.2	59,659	15,810	2.38	37,629	50.3
Melrose	505.1	29,817	16,939	2.38	40,315	53.9
Milton	558.8	28,630	19,517	2.75	53,672	71.8
Nahant	81.5	3,334	24,430	2.18	53,258	71.2
Natick	749.0	37,006	20,241	2.44	49,387	66.0
Needham	866.5	32,091	27,002	2.72	73,445	98.2
Newton	2,251.0	88,923	25,315	2.50	63,286	84.6
Northborough	207.0	13,535	15,294	2.73	41,753	55.8
Norwood	545.8	31,611	17,266	2.37	40,921	54.7
Peabody	1,204.4	54,481	22,106	2.38	52,613	70.3
Quincy	1,252.4	101,636	12,323	2.24	27,603	36.9
Randolph	629.8	34,984	18,003	2.75	49,509	66.2
Reading	455.3	25,518	17,842	2.64	47,104	63.0
Revere	801.4	62,186	12,887	2.52	32,475	43.4
Saugus	578.3	27,082	21,353	2.55	54,451	72.8
Somerville	1,270.1	81,045	15,671	2.29	35,887	48.0
South Hadley FD #1 3	281.3	14,800	19,004	2.25	42,760	57.2
Southborough 3	230.4	10,514	21,915	2.89	63,334	84.7
Stoneham	461.7	23,244	19,861	2.36	46,873	62.7
Stoughton	445.1	29,281	15,203	2.59	39,374	52.6
Swampscott	332.7	15,111	22,018	2.46	54,164	72.4
Wakefield	527.9	27,090	19,486	2.47	48,130	64.3
Walpole	453.7	26,383	17,197	2.69	46,261	61.8
Waltham	1,176.2	65,218	18,035	2.28	41,120	55.0
Watertown	665.0	35,329	18,824	2.15	40,471	54.1
Wellesley	700.0	29,550	23,689	2.78	65,855	88.0
Weston	438.8	11,851	37,024	2.82	104,408	139.6
Weymouth	982.3	57,437	17,102	2.37	40,532	54.2
Wilbraham	267.6	8,533	31,360	2.63	82,476	110.3
Wilmington	458.0	23,349	19,615	2.93	57,473	76.8
Winchester	549.3	22,970	23,912	2.75	65,758	87.9
Winthrop	319.4	19,316	16,535	2.24	37,038	49.5
Woburn	1,456.7	40,876	35,637	2.43	86,598	115.8
Worcester	3,354.0	206,518	16,241	2.46	39,952	53.4

1 Residential usage is based primarily on total residential consumption reported by each community in their 2024 Annual Public Water Supply Annual Statistical Report filed with the Massachusetts Department of Environmental Protection.

2 Except where noted Total population and average household size for each community based on the US Census Bureau.

3 Total population based on the Annual Public Water Supply Annual Statistical Report filed with the Massachusetts Department of Environmental Protection.

4 Based on the Annual Public Water Supply Annual Statistical Report for Hingham and Hull combined.

APPENDIX D

**FINAL MWRA
FISCAL YEAR 2026 BILLABLE
WATER AND SEWER CHARGES**

MASSACHUSETTS WATER RESOURCES AUTHORITY

FINAL FY25 BILLABLE WATER AND SEWER CHARGES

MWRA Customer	Final FY24 Water Assessment	Final FY25 Water Assessment	Percent Change from FY24	Final FY24 Sewer Assessment	Final FY25 Sewer Assessment	Percent Change from FY24	Final FY24 Combined Assessment	Final FY25 Combined Assessment	Dollar Change from FY24	Percent Change from FY24
ARLINGTON	5,700,350	6,087,599	6.8%	9,492,790	9,607,850	1.2%	15,193,140	15,695,449	502,309	3.3%
ASHLAND	0	0	-	2,975,664	3,059,045	2.8%	2,975,664	3,059,045	83,381	2.8%
BEDFORD	0	0	0.0%	3,886,054	3,950,878	1.7%	3,886,054	3,950,878	64,824	1.7%
BELMONT	3,259,822	3,608,362	10.7%	5,692,509	5,740,003	0.8%	8,952,331	9,348,365	396,034	4.4%
BOSTON (BWSC)	109,867,908	112,816,245	2.7%	150,037,179	152,091,678	1.4%	259,905,087	264,907,923	5,002,836	1.9%
BRAINTREE	0	0	0.0%	10,613,254	10,548,153	-0.6%	10,613,254	10,548,153	-65,101	-0.6%
BROOKLINE	8,373,742	8,986,468	7.3%	13,457,245	13,172,037	-2.1%	21,830,987	22,158,505	327,518	1.5%
BURLINGTON	2,637,231	2,573,260	-2.4%	6,231,204	6,369,082	2.2%	8,868,435	8,942,342	73,907	0.8%
CAMBRIDGE	0	0	0.0%	31,407,738	32,988,091	5.0%	31,407,738	32,988,091	1,580,353	5.0%
CANTON	2,745,413	2,690,642	-2.0%	5,157,794	5,327,610	3.3%	7,903,207	8,018,252	115,045	1.5%
CHELSEA	5,851,930	6,200,998	6.0%	9,894,333	10,260,239	3.7%	15,746,263	16,461,237	714,974	4.5%
DEDHAM	0	0	0.0%	6,319,318	6,358,854	0.6%	6,319,318	6,358,854	39,536	0.6%
DEDHAM-WESTWOOD WATER DISTRICT	909,823	1,734,437	90.6%	0	0	0.0%	909,823	1,734,437	824,614	90.6%
EVERETT	6,856,064	7,072,297	3.2%	10,362,447	10,587,729	2.2%	17,218,511	17,660,026	441,515	2.6%
FRAMINGHAM	9,692,961	10,197,614	5.2%	14,830,822	15,742,436	6.1%	24,523,783	25,940,050	1,416,267	5.8%
HINGHAM SEWER DISTRICT	0	0	0.0%	2,165,417	2,107,708	-2.7%	2,165,417	2,107,708	-57,709	-2.7%
HOLBROOK	0	0	0.0%	2,122,461	2,236,223	5.4%	2,122,461	2,236,223	113,762	5.4%
LEXINGTON	8,432,204	8,650,822	2.6%	9,153,352	9,333,555	2.0%	17,585,556	17,984,377	398,821	2.3%
LYNN (LWSC)	163,485	121,220	-25.9%	0	0	0.0%	163,485	121,220	-42,265	-25.9%
LYNNFIELD WATER DISTRICT	919,790	947,614	3.0%	0	0	0.0%	919,790	947,614	27,824	3.0%
MALDEN	9,497,417	9,243,076	-2.7%	14,576,224	14,572,763	0.0%	24,073,641	23,815,839	-257,802	-1.1%
MARBLEHEAD	3,043,998	3,195,219	5.0%	0	0	0.0%	3,043,998	3,195,219	151,221	5.0%
MARLBOROUGH	7,379,850	7,280,864	-1.3%	0	0	0.0%	7,379,850	7,280,864	-98,986	-1.3%
MEDFORD	8,041,818	8,387,383	4.3%	14,191,728	13,768,213	-3.0%	22,233,546	22,155,596	-77,950	-0.4%
MELROSE	3,865,069	3,762,588	-2.7%	6,926,272	6,828,033	-1.4%	10,791,341	10,590,621	-200,720	-1.9%
MILTON	4,046,121	4,294,618	6.1%	6,786,934	7,283,496	7.3%	10,833,055	11,578,114	745,059	6.9%
NAHANT	567,027	550,871	-2.8%	0	0	0.0%	567,027	550,871	-16,156	-2.8%
NATICK	0	0	0.0%	6,648,860	6,950,548	4.5%	6,648,860	6,950,548	301,688	4.5%
NEEDHAM	1,212,985	1,776,283	46.4%	7,445,411	7,763,087	4.3%	8,658,396	9,539,370	880,974	10.2%
NEWTON	15,254,114	15,601,358	2.3%	24,471,190	25,494,669	4.2%	39,725,304	41,096,027	1,370,723	3.5%
NORTHBOROUGH	1,550,117	1,607,902	3.7%	0	0	0.0%	1,550,117	1,607,902	57,785	3.7%
NORWOOD	4,735,735	4,842,022	2.2%	9,377,625	9,595,999	2.3%	14,113,360	14,438,021	324,661	2.3%
PEABODY	2,323,753	1,948,049	-16.2%	0	0	0.0%	2,323,753	1,948,049	-375,704	-16.2%
QUINCY	14,668,740	15,546,511	6.0%	23,271,259	23,477,168	0.9%	37,939,999	39,023,679	1,083,680	2.9%
RANDOLPH	0	0	0.0%	7,343,719	7,609,601	3.6%	7,343,719	7,609,601	265,882	3.6%
READING	2,854,927	3,089,421	8.2%	5,198,653	5,075,578	-2.4%	8,053,580	8,164,999	111,419	1.4%
REVERE	6,555,178	6,847,418	4.5%	12,651,589	12,903,732	2.0%	19,206,767	19,751,150	544,383	2.8%
SAUGUS	5,363,922	5,357,267	-0.1%	0	0	0.0%	5,363,922	5,357,267	-6,655	-0.1%
SOMERVILLE	10,694,450	11,051,015	3.3%	17,561,095	18,396,138	4.8%	28,255,545	29,447,153	1,191,608	4.2%
SOUTHBOROUGH	1,086,340	1,234,149	0	0	0	0	1,086,340	1,234,149	147,809	0
STONEHAM	3,671,848	4,019,561	9.5%	6,085,041	6,135,875	0.8%	9,756,889	10,155,436	398,547	4.1%
STOUGHTON	97,985	95,933	-2.1%	5,752,600	5,897,834	2.5%	5,850,585	5,993,767	143,182	2.4%
SWAMPSCOTT	2,496,307	2,429,832	-2.7%	0	0	0.0%	2,496,307	2,429,832	-66,475	-2.7%
WAKEFIELD	3,304,401	3,685,827	11.5%	6,791,838	6,724,353	-1.0%	10,096,239	10,410,180	313,941	3.1%
WALPOLE	0	0	0.0%	4,670,240	4,828,356	3.4%	4,670,240	4,828,356	158,116	3.4%
WALTHAM	12,987,389	13,409,660	3.3%	15,008,366	15,082,080	0.5%	27,995,755	28,491,740	495,985	1.8%
WATERTOWN	4,583,303	4,688,527	2.3%	7,277,190	7,675,590	5.5%	11,860,493	12,364,117	503,624	4.2%
WELLESLEY	3,262,215	3,710,550	13.7%	7,020,669	7,355,370	4.8%	10,282,884	11,065,920	783,036	7.6%
WESTON	2,462,486	2,935,214	19.2%	0	0	0.0%	2,462,486	2,935,214	472,728	19.2%
WESTWOOD	0	0	0.0%	3,171,027	3,065,348	-3.3%	3,171,027	3,065,348	-105,679	-3.3%
WEYMOUTH	0	0	0.0%	14,167,109	14,288,678	0.9%	14,167,109	14,288,678	121,569	0.9%
WILMINGTON	484,407	1,102,504	127.6%	3,341,156	3,385,069	1.3%	3,825,563	4,487,573	662,010	17.3%
WINCHESTER	2,034,253	2,410,018	18.5%	5,385,020	5,755,305	6.9%	7,419,273	8,165,323	746,050	10.1%
WINTHROP	2,127,216	2,047,059	-3.8%	4,029,198	4,209,668	4.5%	6,156,414	6,256,727	100,313	1.6%
WOBURN	5,715,234	5,759,665	0.8%	11,159,078	11,559,336	3.6%	16,874,312	17,319,001	444,689	2.6%
TOTAL	\$311,379,328	\$323,597,942	3.9%	\$544,108,672	\$555,163,058	2.0%	\$855,488,000	\$878,761,000	\$23,273,000	2.7%

(1) Some communities receive partial water or sewer services from MWRA.

APPENDIX E

2025 STORMWATER FEES

STORMWATER FEES IN MWRA COMMUNITIES

BACKGROUND

The 2025 edition of the MWRA Advisory Board Water and Sewer Retail Rate Survey marks the first time since 2022 that the Advisory Board has collected comprehensive stormwater data from member communities. Three years ago, only three confirmed MWRA communities reported having an established stormwater utility fee: Chicopee, Milton, and Newton. As of 2025, that number has increased to eight, reflecting a rapid regional shift toward dedicated stormwater funding.

This growth mirrors the pressures communities face under the federal MS4 permit and related NPDES requirements. Across the MWRA service area, municipalities are responding to rising costs for drainage maintenance, phosphorus reduction, catch basin cleaning, system mapping, public education, and capital improvements. Many communities now view a stormwater utility as a more equitable, transparent, and reliable funding model than relying on general funds or water and sewer rates.

Regional Trends

MWRA communities with stormwater fees typically use one of three residential billing approaches: a flat fee, a tiered system based on impervious area, or an Equivalent Residential Unit model. Annual costs for a typical single family parcel range widely, from approximately \$35 in Ashland to more than \$300 in Dedham. Several communities have adopted detailed tier systems to better match charges to property size and land use intensity.

Boston's implementation of its first-ever stormwater fee in April 2024 marked a significant milestone. The Boston Water and Sewer Commission now bills \$8.98 per month for one ERU, applied to all parcels with more than 400 square feet of impervious area. Canton launched its own program in 2025 using a 3,465 square foot ERU and a base residential charge of \$25 per quarter. Newton continues operating its hybrid model, charging a flat rate for small residential properties and an impervious-area-based rate for all other parcels. Milton maintains a tiered system that begins at \$44 annually for the smallest residential tier, and Chicopee continues its long-standing flat \$25 quarterly fee for single family properties. Reading uses a blended model similar to Newton's, combining a flat residential rate with impervious-area-based non-residential charges.

Communities in Transition

Two MWRA communities, Braintree and Lexington, have approved stormwater fee structures but are still in phased or pre-billing stages. Braintree has adopted the legal and administrative framework for a stormwater enterprise fund and is progressing toward full implementation through FY27. Lexington has approved an ERU-based approach and set initial residential and commercial rates, with billing expected to begin after completion of additional administrative groundwork. These communities represent the next wave of fee adoption within the MWRA network.

Credit and Adjustment Policies

Several communities have adopted credit or adjustment programs to align stormwater charges more closely with actual runoff impact. Newton offers credits of up to 50% for documented on-site mitigation systems. Boston and Dedham allow reductions based on green infrastructure installations or verified changes to mapped impervious area. Canton maintains a formal impervious area adjustment process to ensure accuracy for its largest parcels. These policies provide flexibility and support local investment in runoff reduction.

Broader Statewide Context

According to the Western Kentucky University Stormwater Utility Survey, at least 25 municipalities in Massachusetts had stormwater fees as of 2024. Some of these, such as Framingham, Leominster, Fall River, and Westfield, are outside the MWRA system but provide useful peer examples. In the 2022 edition of the Kentucky survey, only Newton, Chicopee, Milton, and Reading appeared as MWRA communities with stormwater utilities.

With Boston, Dedham, and Canton now active and Braintree and Lexington entering the pipeline, the landscape is evolving quickly.

Conclusion

Stormwater fees are increasingly recognized as an equitable and reliable way to fund drainage infrastructure, comply with unfunded federal mandates, and strengthen climate resilience. With eight MWRA communities now billing and two more nearing launch, participation has increased by more than 160 percent since 2022. As regulatory expectations continue to grow, the region is likely to see further adoption and refinement of stormwater utilities. Future editions of this survey will continue tracking new fee structures, credit programs, implementation timelines, and impacts on local ratepayers.

Preface to Community Stormwater Utility Profiles

The following section provides brief narrative summaries of each MWRA community that has adopted a stormwater utility or established a formal fee structure. These profiles are not intended to serve as exhaustive technical descriptions; instead, they offer clear, accessible overviews of how each municipality structures its stormwater charges, why the utility was created, and how the resulting revenue supports regulatory compliance and infrastructure needs.

Each community has approached stormwater funding in a way that reflects its size, development patterns, watershed obligations, and internal budgeting constraints. Some rely on simple flat fees for residential properties, while others have adopted detailed tier systems or ERU-based models to more precisely align charges with impervious area. Several communities also offer credit or adjustment programs to ensure fairness and encourage private investment in stormwater best practices.

These writeups are meant to highlight the diversity of approaches across the MWRA service area and to provide context for comparing individual rate structures. Together, they illustrate how communities across the region are adapting to growing environmental responsibilities, aging drainage systems, and the increasing frequency and severity of storm events.

Ashland

Ashland's stormwater utility grew out of a familiar challenge for smaller Massachusetts communities: rising regulatory requirements combined with flat municipal budgets. For years, the Department of Public Works struggled to keep up with MS4 obligations such as catch basin cleaning, outfall monitoring, and street sweeping. Budget reductions forced the town to defer basic maintenance, which left aging drainage infrastructure vulnerable and limited progress on reducing pollutants entering both the SuAsCo watershed and the Charles River watershed. By the time the utility was created, the town could not reliably clean every catch basin or sweep every street each year, even though those tasks are the baseline for MS4 compliance.

To stabilize funding, Ashland's Stormwater Advisory Committee evaluated several options and concluded that a stormwater utility was the most equitable and sustainable. The program is built on the principle that impervious area drives runoff volume and pollution, so properties with harder surface should contribute more to the system. All developed properties now help fund upkeep of roughly 150,550 feet of storm drainpipe, 600 stormwater outfalls, 2,500 catch basins, and numerous open channels.

Ashland's fee structure is simple but still reflects the differences in land use. Tier 1 residential properties, including single family homes, condos, mobile homes, and other small residential parcels, pay a flat \$8.75 per quarter. Tier 2 properties, including commercial, governmental, institutional, industrial, mixed use, large residential, and nonprofit parcels, pay \$0.80 per 100 square feet of impervious area, with a minimum of \$20 per quarter. An impervious area map allows property owners to verify their square footage, and detailed property codes support consistent billing. Revenue now supports MS4 compliance, routine maintenance, illicit discharge detection, water quality monitoring, public education, and long-term watershed planning. The town is clear that the utility will not solve every flooding problem, but it does provide a durable foundation for a legally compliant and environmentally responsible program.

Boston

Boston's stormwater utility, launched on April 1, 2024, marks a major change in how the city funds drainage and water quality responsibilities. Historically, stormwater costs such as maintaining more than 30,000 catch basins and upgrading combined sewer infrastructure were embedded in sewer rates. As federal and state regulations intensified under EPA and MassDEP, and as Boston continued to operate under a combined sewer consent decree, that approach no longer reflected the true cost of stormwater management. The Boston Water and Sewer Commission created a dedicated stormwater fee to provide a clearer, more equitable link between runoff and cost.

The utility is built on an Equivalent Residential Unit, or ERU, set at 2,164 square feet of impervious area, which represents a typical small residential parcel in Boston. Properties with less than 400 square feet of impervious area are exempt. Small Residential Properties, defined as one to six units, are billed a flat 1 ERU per month, or \$8.98, for predictability. Non-Small Residential Properties, including large multifamily buildings, commercial and industrial parcels, nonprofits, institutions, and standalone parking lots, are billed by dividing their impervious area by the ERU and rounding up.

This structure also corrects an important inequity in the previous rate model. Under the older system, highly impervious but unmetered parcels, such as parking lots and large institutional campuses, contributed little or nothing to stormwater funding even though they created substantial runoff. The new fee brings those parcels into the revenue base. Boston pairs the charge with a credit and grant program that can reduce bills by up to 30% for property owners who install rain gardens, green roofs, porous pavement, infiltration systems, or who remove impervious surface.

Stormwater utility revenue supports roughly \$23 million per year in ongoing stormwater operations and helps fund about \$68 million in planned upgrades through 2027. These investments include catch basin and pipe replacement, separation of combined systems, outfall improvements, and expansion of green infrastructure. The utility moves Boston toward a long term, best practice funding model and makes the city a regional leader in modern stormwater governance.

Braintree

Braintree's stormwater utility grew out of rapidly expanding MS4 requirements and the limits of relying solely on property taxes. Beginning in 2017, EPA rules required more intensive work to reduce polluted runoff and protect local waterways. The town concluded that its tax levy could not support the level of investment that stormwater compliance would require, so it adopted a user fee that links cost to runoff generation.

Braintree uses an ERU based structure. One ERU is defined as 2,780 square feet of impervious area, the average single family footprint in town. All single family homes pay for 1 ERU per quarter, \$16.95, or \$67.80 per year. Multifamily and nonresidential parcels pay according to their measured impervious area divided by 2,780, with the result multiplied by the quarterly ERU rate. To provide predictability for large commercial and industrial properties, the town caps charges at 116.7 ERUs per parcel, just under \$2,000 per quarter.

Stormwater revenues are placed in a Stormwater Enterprise Fund and may only be used for stormwater management. The ordinances define which assets are the town's responsibility, such as systems in public ways, easements, and municipal parcels, and which remain private responsibilities. The town can back bill accounts for up to one year, apply liens for nonpayment, and handle abatements through a defined process. The utility gives Braintree a stable revenue stream to fund culvert and pipe replacement, water quality improvements, and long-term capital planning while aligning payment responsibilities with the amount of runoff each property creates.

Canton

Canton's stormwater utility, adopted in 2025, reflects a community facing aging infrastructure, more intense storms, and more demanding MS4 requirements. Localized flooding, including highly visible events such as the flooding of Waterfall Drive, underscored the need for a sustainable funding source. The town framed its decision

as joining a growing national group of communities that use stormwater fees to fund compliance, water quality protection, and public safety.

Canton's fee is based on an ERU of 3,465 square feet of impervious area, which is the median value for single family homes. Single family homes, townhouses, and duplex condominium units each pay for 1 ERU, or \$100 per year billed in quarterly installments. Two and three family homes pay 2 ERUs, or \$200 per year. All other developed parcels, including large residential buildings, commercial and industrial properties, tax exempt land, and institutional campuses, are billed according to their impervious area divided by the ERU and rounded to the nearest whole number.

The DPW's GIS staff calculate impervious area using assessor records, high resolution aerial imagery, and field verification. For large residential, nonresidential, and tax exempt properties, an Impervious Area Adjustment Policy allows owners to request corrections if the mapped area is wrong or if surfaces are misclassified. Small residential properties do not qualify for adjustments because they pay a flat rate.

Utility revenue is dedicated to Canton's stormwater infrastructure, which includes 56 miles of drainpipe, 2,300 catch basins, 270 outfalls, 38 culverts, 21 detention or retention basins, 14 rain gardens, and 6 dams. Many of these assets are at or beyond their original design life. The fee supports MS4 compliance, illicit discharge detection, construction oversight, public education, and capital upgrades needed to reduce flooding and protect public safety.

Chicopee

Chicopee's stormwater fee system is one of the earlier examples in Massachusetts and has been in place for more than a decade. The city established the fee to provide a steady funding source for drainage infrastructure in a densely developed, post industrial setting. The program is administered through the Department of Public Works and the Board of Water and Sewer Commissioners as part of the broader sewer and wastewater rate structure.

The city uses a hybrid fee model. Single family residential properties pay a flat \$25 per quarter, regardless of lot size. All other properties, including commercial, industrial, multifamily, and tax exempt parcels, pay \$0.45 per 1,000 square feet of total parcel area. This approach uses parcel size as a proxy for development intensity rather than focusing solely on impervious area. Charges are bounded by a \$25 minimum and a \$160 maximum per quarter.

Fee revenue supports a system that combines older storm sewers, legacy combined sewers, and infrastructure that must handle increasingly intense storms. Chicopee's DPW must meet MS4 requirements that include pollution reduction, public outreach, construction oversight, and elimination of illicit discharges. Although the stormwater fee does not include a specific credit program, the city does apply a separate formula based surcharge to certain industrial users based on flow, biochemical oxygen demand, and suspended solids when those discharges place a high load on the wastewater system. Overall, Chicopee's stormwater fee emphasizes predictability and administrative clarity while providing a long term funding base for critical drainage and water quality work.

Dedham

Dedham's stormwater utility, effective July 1, 2023, was created in direct response to MS4 mandates and the Charles River Phosphorus Control Plan. The town is required to remove hundreds of pounds of phosphorus from stormwater each year over a 20 year period, at an estimated cost of more than 4 million \$ annually. Traditional Town Meeting appropriations and occasional capital projects could not reliably fund that level of investment.

The utility applies to all properties with more than 500 square feet of impervious area, which leaves only a handful of parcels exempt. Dedham defined an ERU as 2,627 square feet, the average impervious area of single family homes. Residential parcels are grouped into three tiers based on impervious area, with annual fees that range from \$188 to \$1,286, billed quarterly. Nonresidential properties, which represent only about 8% of parcels

but more than half of the total impervious area, fall into twelve larger tiers. The largest institutional sites can pay more than \$118,000 per year.

Fee revenue supports the full MS4 program: public education, illicit discharge detection and elimination, construction site oversight, post construction stormwater controls, municipal good housekeeping, and the design, construction, and maintenance of capital BMPs for phosphorus reduction. Dedham highlights that tax exempt properties must pay the fee, something that a tax based model could not accomplish. The town publishes impervious area data through an online viewer and offers an appeal process for corrections. The utility now funds the operation and upkeep of about 49 miles of pipe, 2,000 catch basins, 155 outfalls, and 80 BMPs, moving Dedham from year to year budgeting toward a long term, resilient stormwater strategy.

Lexington

Lexington's stormwater utility is one of the newest and most analytically developed utilities in the MWRA region. Before going to Town Meeting, Lexington completed a detailed financial and policy study that projected stormwater costs over a ten-year period. The town estimated that it would need roughly \$2.7 million in fiscal year 2025 alone to operate the system, comply with MS4 requirements, and carry out capital projects such as culvert replacements, drainage upgrades, water quality monitoring, and expanded street sweeping.

The town concluded that property taxes could not sustainably support this level of work. Instead, Lexington adopted a stormwater enterprise fund with fees based on impervious area. The ERU is set at 3,290 square feet, the median impervious area for a single-family property. Most single-family parcels fall into one of three impervious area tiers, with fiscal year 2025 fees of \$93, \$155, and \$248 per year. Properties with more than 7,000 square feet of impervious area shift to the same formula used for non single-family parcels, where the charge equals total impervious area divided by the ERU and multiplied by \$155.

The town is developing a credit policy that will reduce fees for properties that install effective stormwater controls or provide other public benefits, such as green infrastructure or restored open space. Lexington presents the utility as a key part of its climate strategy. In public materials, the town highlights benefits such as improved habitat, reduced heat island effects, better air quality, and healthier streams, alongside compliance with federal and state water quality requirements.

Milton

Milton's stormwater utility is one of the earlier programs in the region and does not appear in the Western Kentucky University stormwater survey, even though it follows modern best practices. Town Meeting approved the fee in February 2016 to fund compliance with the federal NPDES program and the MS4 permit. Several Milton water bodies, including Unquity Brook and Pine Tree Brook, were already listed as impaired and flow to the Neponset River and ultimately Massachusetts Bay. The town recognized that growing development and increasing impervious area were pushing more polluted runoff into these waterways and that a dedicated funding source was necessary.

Milton bases its fee on impervious area. For nonresidential properties, the rate in fiscal year 2024 is \$2.49 per 100 square feet of impervious surface, slightly higher than the prior year to meet the enterprise fund's revenue needs. Residential parcels are billed under a tiered system that groups properties into impervious area bands. In fiscal year 2024, Tier 1 covers 0 to 2,075 square feet at \$44 per year, and Tier 4.3 covers 15,896 square feet and above at \$572 per year, with several intermediate tiers between those values.

By acting early, Milton avoided the last minute scramble that pushed many communities to adopt stormwater fees after the 2016 MS4 permit took effect. Today, its Stormwater Enterprise Fund generates more than \$1 million per year to support system maintenance, expanded street sweeping and catch basin cleaning, illicit discharge removal, planning and design work, and capital projects that improve water quality in the Neponset watershed.

Newton

Newton's stormwater utility is one of the longest running and most straightforward programs in the MWRA area. The city adopted the utility by ordinance in March 2019, amending its water, sewer, and drains chapter to add a stormwater charge that applies to all developed parcels other than cemeteries. The program was created to provide a stable source of funding for regulatory compliance and infrastructure needs that could not reliably be met through the property tax.

Newton's rate structure is simple. One to four family dwellings pay a flat annual fee. All other properties, including large multifamily buildings, commercial and industrial parcels, institutions, and nonprofits, pay a rate per square foot of impervious area with a minimum annual charge. At adoption, the residential fee was \$100 per year and the nonresidential rate was \$0.047 per square foot, with a \$150 minimum. In fiscal year 2025, the city increased the residential fee to \$140 and the nonresidential rate to \$0.068 per square foot, reflecting higher MS4 costs and larger capital needs.

Newton operates a credit program that reduces the stormwater fee by 5% to 25% for properties that mitigate 10% to 50% of their impervious runoff through infiltration and detention systems. Small residential properties can qualify for a 25% reduction if they mitigate at least half of their runoff. The Department of Public Works also follows a billing policy under which each metered account on a one to four family property receives a separate stormwater charge. Together, the flat residential fee, impervious based nonresidential charge, and credit system give Newton a legally defensible and administratively efficient way to fund MS4 compliance, drainage maintenance, and water quality projects.

Reading

Reading's stormwater utility is an early example of a Massachusetts community using a dedicated enterprise fund to support stormwater work. The Stormwater Enterprise Fund pays for staff, equipment, and operations related to drainage and water quality. Reading emphasizes that stormwater runoff carries oil, fertilizers, pesticides, road debris, and other pollutants into the Aberjona, Ipswich, and Saugus rivers, which ultimately discharge to the Atlantic Ocean. The utility is presented as both a legal requirement and a local environmental protection tool.

The town uses a hybrid rate structure. Single- and two-family homes pay a flat quarterly fee that is intended to be simple and predictable. All other parcels, including multifamily, commercial, industrial, and mixed-use properties, are billed based on total impervious area measured through GIS mapping and aerial photographs. Charges appear on the quarterly water and sewer bill. Reading sets a ceiling so that nonresidential parcels do not pay more than the maximum residential equivalent.

All properties with impervious surface, even those on private ways or without nearby catch basins, are billed because they still contribute runoff to the drainage system. Only undeveloped parcels with no impervious area are fully exempt. To encourage on site mitigation, Reading offers abatements that can reduce a stormwater bill by up to 50% for both residential and commercial customers that install and maintain approved systems such as drywells, infiltration chambers, and detention ponds. Devices that do not significantly reduce stormwater pollution, such as rain barrels or sump pumps, do not qualify. The result is a stable, locally controlled funding mechanism that combines flat residential fees, impervious based charges for larger properties, and meaningful incentives for private investment in stormwater controls.

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