



Town of Auburn Sewer Well Meter Policy

Purpose:

This policy, as a courtesy to the sewer customer that has well water, is established to allow the installation of a meter that will measure the amount of water actually used rather than being charged a flat rate for sewer use based on the Massachusetts Department of Environmental Protection regulation 310 CMR 15.000.

General:

The sewer well meter (“meter”), measures the flow of water from the well throughout the building and is used to calculate the sewer use charges.

A sewer well meter is purchased by and owned by the customer and the customer is entirely responsible for its maintenance and for assuring that it is recording accurately. All meters must register in **cubic feet**. The Sewer Division is in no way liable for meters that fail to record usage. **Failure to maintain the meter will result in the Division reverting the sewer use account back to a flat fee.**

Repair and maintenance of the meter is the sole responsibility of the property owner. It is not the responsibility of the Town of Auburn Sewer Division to maintain, repair or replace sewer well meters.

It is strongly suggested that the property owner periodically check the meter to see if it in fact is registering. This can be done by simply checking the reading on the meter before and after a use. This is suggested in order to avoid receiving no usage which would cause the Town to convert your account back to the flat rate.

Once the meter has been purchased, the customer or plumber must fill out a “Record of Installation of Well Water Meter” form, which then must be submitted to the Sewer Division. The form can be obtained at the office of the Sewer Division or on the Town’s website (www.auburnguide.com) in the Sewer Division section. The sewer well meter is not recognized by the Sewer Division until all requirements are met.

A licensed plumber at the customer’s expense must install the meter. Installation must be done according to the plumbing inspector’s requirements. Obtaining appropriate plumbing permits and inspections is the responsibility of the customer or plumber.

Absolutely no consideration will be given for malfunctioning or faulty meters, incorrectly installed meters, meters not having the required inspections or meters that have not been recognized and accepted by the Sewer Division. The customer is responsible for all usage recorded on the meter.

Continued on reverse

Definition: Sewer well meters shall be considered to be any meter that is installed in a building for the purpose of measuring water from a groundwater well. The measured flow through this meter would then be used to calculate the sewer use fee. **All meters shall be installed and maintained at the owner's expense.**

Register: All meters must register in cubic feet.

Installation: The installation of the meter shall be done by a **duly licensed person** in accordance with all applicable local, state and federal regulations. A Plumbing Permit is required and can be obtained by contacting the Division of Development and Inspectional Services. Their telephone number is (508)832-7719. The meter shall be positioned in the building as the main water meter, but not to include any outside use; other installations will not be accepted.

Maintenance: It is the owner's responsibility to assure that the well meter is operating properly and to make necessary repairs at their expense. The owner is responsible for payment of all usage recorded on the well meter.

Submitting Meter Readings: Sewer use is billed based on the fiscal year (July 1 – June 30). If the sewer well meter has a working outside reader, the meter will be read by a Sewer Division employee on or about June 30th of each year. If the sewer well meter does not have an outside reader, meter readings (from the meter located inside the building) should be taken **by the customer** and must be submitted to the Sewer Division office before June 30th of every year. Reminder letters will be mailed in June by the Sewer Division to all sewer users that do not have outside readers. Failure to submit the meter reading to the Sewer Division could result in the Division reverting your account to a flat fee.

Meter readings can be submitted by taking a picture of the meter reading and sending it by email to sewerbilling@town.auburn.ma.us . The meter reading can also be submitted to the Sewer Division office by mail to 5 Millbury Street, Auburn, MA 01501, or faxed to (508)832-2173.

If you have difficulties reading the meter or have any questions, you may call the Sewer Division office at (508)832-7811 and someone will assist you.

The Sewer Division reserves the right to verify any reading/usage that is submitted.

ABSOLUTELY NO CONSIDERATION WILL BE GIVEN FOR A MALFUNCTIONING WELL METERS OR FOR A METER THAT HAS NOT BEEN ACCEPTED BY THE SEWER DIVISION – UNDER ANY CIRCUMSTANCES

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