

Frequently asked questions regarding the water & sewer bills

I have a \$30.00 estimated charge on my bill how can I get that taken off?

Give us a meter reading and the \$30.00 charge will be adjusted off your bill.

My bill seems to be higher than usual what should I do?

Read your meter and check it to the “current reading” on your bill.

- 1) If it is higher, you may have a leak.
- 2) If it is lower, call us back it could be a clerical or reading error and if this is the case there will be an adjustment to your bill.
- 3) If you do not know how or cannot read your meter, call the water treatment plant at 244-6357 and request to have it read again.

Who do I call if I have a water leak?

Call your plumber. The village is responsible only to the curb stop.

I would like an outside meter installed, is this possible?

Yes, call the water treatment plant at 244-6357 and set up a time with the operators to have one installed.

Who do I call if I need my water shut off?

Call the Water Treatment plant 244-6357 or call the Municipal office at 244-7033 to have the operators paged by radio.

What are the billing periods?

The billings are done quarterly.

Readings last week of:	January	April	July	October
Cards due back:	February 10	May 10	August 10	November 10
Covers Period:	Nov 1- Jan 31	Feb 1-Apr 30	May 1-Jul 31	Aug 1-Oct 31
Bills mailed:	by Feb 20	by May 20	by Aug 20	by Nov 20
Bills due:	March 20	June 20	September 20	December 20

Can I have the water/sewer bill sent to my tenant?

No, the water department has a policy of sending bills only to the owner of the property; the landlord can forward the bill to the tenant.

Contact information

Water Treatment Plant
802-244-6357 Phone/Fax
Barnes Hill Road
Waterbury Ctr
Email: bwoodruff@waterburyvt.com

Billing Office
802-244-5858
51 South Main Street
PO Box 9
Waterbury VT 05676