

TURNERS FALLS WATER DEPARTMENT
SEMI-ANNUAL WATER BILL INFORMATION

OFFICE HOURS: MONDAY – THURSDAY 8:30 AM – 4:30 PM
FRIDAY 8:00 AM – 3:00 PM
413-863-4542
Email: clerk@turnersfallswater.com

Pay on-line at www.turnersfallswater.com

The Turners Falls Water Department will undertake to deliver to the property owner the original bills for water and other charges against them, as committed and the sending of such original bills may be deemed to constitute sufficient notice of same and demand for their prompt payment.

Rates for Within the Turners Falls Fire District

Usage 0 to 12,000 gallons - Minimum Charge \$47.00
13,000 to 200,000 gallons - \$3.85 per 1,000 gallons
201,000 to 400,000 gallons – \$4.10 per 1,000 gallons
401,000 to 600,000 gallons – \$4.35 per 1,000 gallons
601,000 to 800,000 gallons – \$4.60 per 1,000 gallons
801,000 to 1,000,000 gallons – \$4.85 per 1,000 gallons
1,001,000 and above – \$5.10 per 1,000 gallons

Rates for Outside the Turners Falls Fire District

Usage 0 to 15,000 gallons - Minimum Charge \$92.00
16,000 to 200,000 gallons - \$6.15 per 1,000 gallons
201,000 to 400,000 gallons – \$6.40 per 1,000 gallons
401,000 to 600,000 gallons – \$6.65 per 1,000 gallons
601,000 to 800,000 gallons – \$6.90 per 1,000 gallons
801,000 to 1,000,000 gallons – \$7.15 per 1,000 gallons
1,001,000 and above – \$7.40 per 1,000 gallons

For each service where water is sold by meter there shall be a service (meter) charge per 6 months as follows:

For service with 5/8" meter	\$10.00	2	50.00
3/4 meter	15.00	3	75.00
1	20.00	4	100.00
1 ¼	25.00	6	200.00
1 ½	30.00	8	250.00

Semi Annual – Sprinkler fees: 1" \$15.00 2" \$30.00 3" \$45.00 4" \$60.00 6" \$90.00 8" \$150.00

Backflow Prevention Device Inspections: \$50.00

Water usage is based on a six-month period, approximately April 1 through September 30 for summer reads with billing on November 1 and approximately October 1 through March 31 for winter reads with billing on May 1.

Sewer bills that are generated at the Montague Town Hall are based on winter water usage.
In all cases the owner of the property supplied with water is responsible for payment of water bills against the property.

PENALTY INFORMATION:

This bill is due and payable without penalty within 30 days of the bill date.
Any portion of a bill unpaid after 30 days is subject to a \$20.00 Late Charge.
Any portion unpaid after 60 days property is subject to shutoff.

Abatement requests must be in writing to the Board of Water Commissioners within 30 days of bill date.
Full payment must be submitted with request.

The failure of the property owner to receive this bill does not relieve the owner's obligation of its payment nor from the consequences of its nonpayment as required.

Owners must pay for all metered water use, whether used or wasted. Owners must maintain property water pipes and plumbing fixtures. ***No abatement to water bills will be granted for leaked or wasted water.***

Effective February 2026