

## Billing and Usage

For billing or usage inquiries or to change your mailing address, please call the Billing Department at 508-580-7143. To inquire about a past due bill, please call the Tax Collector's Office at 508-580-7130 (menu option #5).

### **Utility Billing**

Water and sewer are billed quarterly according to water usage. Your refuse collection charge is also part of your utility bill. Click [here for current utility rates](#).

To interpret your bill, please refer to the following schedule of codes:

A = Actual Read
E = Estimate – Please Call DPW Billing Office
P = Stopped/Frozen Meter – Manual Estimate – Please Call DPW Billing Office
T = Minimum Read – Please Call DPW Billing Office
C = Manual Estimate – Please Call DPW Billing Office
O = Other/Call In Read

Your bill should have an "A" (Actual) or an "O" (Owner) next to the current water reading. If your bill shows any letter other than an "A" or "O" please contact the Billing Office at 508-580-7143.

\*Please pay your utility bill on time to avoid fees and penalties. Note that the City of Brockton now offers the option to pay your utility bill online. Use the Pay My Utility Bill link on the Water/Sewer page or on the DPW homepage to pay with a bank account or credit card.

### **Water Usage**

To read your meter, read all of the numbers on the meter from left to right. To determine your water usage, subtract the reading on your last bill from your current reading.

If your water usage shows higher than usual, you may have used more water or you may have a leak. To check for a leak, turn off all taps and water sources inside and outside your home and check your water meter; the meter should not be moving if no water is being used.

To check for leaks in toilets: put food coloring in the tank (do no flush). After approximately 30 minutes, if any of the color appears in the bowl, there is a leak. Also, if the colored water does not remain in the tank, there is a leak. If you have trouble determining the source of the leak, or if it is not easily fixable, call a licensed plumber.