



Listed below is some information for water and sewer service applicants. Please review this information carefully and keep this for your files.

1. If you are not the owner of the property, a \$100.00 deposit is required before services can be connected. The Town also requires a copy of any rental or lease agreement between tenants and landlords.
2. The Town requires a copy of a photo ID for all water and sewer applicants.
3. The Town requires a copy of a deed or closing statement for homeowners as proof of ownership before services can be connected.
4. We accept cash, check, debit cards, and credit cards. You can also sign up for automatic draft. You can pay your bill by phone by calling 1-866-276-7767 or online by going to [www.norwoodgov.com](http://www.norwoodgov.com). There is a \$2.50 convenience fee to pay by phone or online. There is no fee to use your credit or debit card in the town hall.
5. Town Hall is open Monday through Friday from 9:00 AM to 5:00 PM. We have an after-hours drop box located in front of the conference room. Payments dropped in after 5:00 PM are credited to the next business day and may be subject to that day's fees, if any.
6. There is a \$150 meter tampering fee for anyone found tampering with the town's water meter (turning service on illegally, cutting locks, etc.). These meters are property of the Town of Norwood and may only be turned off or on by town personnel. If you need to turn your water off or on, you must install your own cutoff valve at your own expense.
7. All utility bills are due on the 10<sup>th</sup> of the month (unless the 10<sup>th</sup> falls on a weekend or holiday). Please watch your bill for the exact due date. Any balance left on the account after the due date will incur a 10% late fee.
8. If you have a previous amount due, that amount must be paid by 5:00 PM on the 3<sup>rd</sup> of the month (unless that day falls on a weekend or holiday) Please watch your bill for the exact due date. **If your previous amount is not received by 5:00 PM on the due date shown on your bill, you will be disconnected for nonpayment, and will be assessed a \$50.00 reconnect fee.** In order to have services reconnected, you will have to pay your entire bill in full, including the reconnect fee. Even if you are disconnected, you will still be considered an active customer and will continue to receive a minimum bill until the Town is notified in writing that you wish to have services disconnected.
9. In order to disconnect your services, you must complete and submit an Authorization to Disconnect Water/Sewer Service form. These forms are available at the Norwood Town Hall. **We will not disconnect your services over the phone.** If necessary, we can fax, mail, and email the disconnect form to you. However, we must receive the completed form back (either by mail, fax, or email).
10. There may be times when bills are not received by the customer (lost in the mail, etc). **You are still responsible for paying your utility bill, even if you do not receive a bill.** If you do not receive a bill, please call us so that we can verify your mailing address and let you know what you owe, and the date your payment is due.