Water Division Frequently Asked Questions

Q. When are water bills sent out?

A. Residents are billed twice a year. The time of year depends on the area of town you live in.

Q. What is the $75 basic charge on my water bill?

A. The $75 is the charge to bring water to your home, everyone receives this charge

Q. Does the town add Fluoride to the water?

A. No, Fluoride is not added to the water.

Q. What are the water usage rates in East Bridgewater?

A. Up to 9000 cubic feet, you are billed $3.90 for every 100 cubic feet of water you use. 100 cubic feet is equal to approximately 750 gallons. If you use over 9000 cubic feet (about 67,500 gallons) you will be billed at a rate of $6.24 per 100 cubic feet.

Q. Is there lead in the water?

A. No, the DPW routinely tests the water to ensure there are no dangerous materials in it.

Q. My water is discolored, why does this happen and what do I do?

A. Water discoloration is caused by a disturbance in the flow of water in the water mains. This disturbance is usually caused by a water main leak or the opening of a fire hydrant for flushing or firefighting operations. You should run your water for 10-15 minutes and the discoloration should clear up.

Q. I recently received a door hanger on my door asking me to call the DPW office, what is this for?

A. We are in the planning stages of replacing every meter in the town. We need to get inside your house to change your meter so we are asking you to call to make an appointment. Click on the meter replacement program button on the water division page for complete info on the program.

Q. My water bill is unusually high, what could be the cause?  
A. High water usage can be contributed to 3 things most of the time. One is a leak in the house. See the water division page to find out ways to check for a leak. Next is if you use town water to irrigate your lawn. Third is if you performed an activity that used water outside of your home. This includes pressure washing your house or deck, washing multiple cars every week, filling a swimming pool or running the water for recreation activities like bounce houses or slip n slides.

Q. Does the water division check for leaks in my house?

A. Typically no, you should call a plumber for that.

Q. Who owns the pipe that comes into my house?

A. The town owns the pipe from the water main under the road to the shut off valve in your yard. You own from the shut off valve to your house.

Q. How do I know if the leak in my yard is my responsibility or the towns?

A. You can call the DPW water division and we will come out and determine who is responsible for repairing the leak.