



TWWD Billing FAQs

Why do I get a bill from TWWD, I already pay a water bill?

You get a bill from one of the town's two water districts, North Tiverton Fire District (NTFD) or Stone Bridge Fire District (SBFD), for the clean water that comes into your home or business. This is separate and above the bill from Tiverton Wastewater. We bill for the water as it leaves your property through toilets, sink and shower drains or from your washing machine or dishwasher. The wastewater is conveyed along our system of pipes and pumps to the Fall River Sewage Treatment Plant where it is properly treated and discharged.

How often do I receive a bill?

Prior to 2015, sewer bills were generated three times per year. In order to comply with RI State Law which requires utilities to bill a minimum of four times a year, TWWD moved to a quarterly billing schedule. You will be sent a bill on the 20th of the month following the quarter close (January 20th, April 20th, July 20th and October 20th). We believe this will help our customers manage their budgets better and provide relief from receiving larger bills for longer usage periods.

How is my usage calculated?

The industry standard for calculating wastewater usage is to base it on your metered water usage. Your water district supplies us with your water meter readings and we use it to calculate your wastewater bill.

Why doesn't my meter read date match the one on my water bill?

While your water district may provide the exact date of your meter reading on your bill, these dates are not provided to us. We use the quarter end date for the billing cycle in which the reading occurred. However, since we are using the meter *reading* to calculate usage, not the date, it does not affect the calculation of your bill.

My usage doesn't seem to match my water bill and/or the number under 'Consumption' near my meter readings is different than the 'USAGE/HCF' number used to calculate my usage charge. Why?

Each water district bills water usage based on different units of measure. SBFD bills in gallons. NTFD bills in Cubic Feet (CF). Some NTFD customers have meters that measure the usage in gallons which is then converted to Cubic Feet on their water bills. TWWD bills consumption in Hundred Cubic Feet (HCF) per our Intermunicipal Agreement with the City of Fall River.

In the meter reading section of your bill, we show you the meter readings from your water district in the unit of measure used for the original reading. We take your meter reading and convert it to HCF in the rate section of your bill. If your meter was originally read in CF, it's easy to see that we just moved the decimal over two places (ex: 100 CF = 1.00 HCF). If your meter was originally read in gallons, the conversion to HCF is:
Gallons ÷ 748.052 = HCF.

Finally, if we did not receive a meter reading from your water company at the time of billing, we will provide an estimated bill which will be reconciled at the time of your next reading. The bill will be marked 'estimated'.

What is the Operations, Maintenance and Administrative Fee?

Each TWWD customer is assessed an annual fee that provides the funding to maintain and operate the sewer system within Tiverton, including our 5 pump stations and a network of over 43,000 linear feet of sewer pipe and manholes. In the past, this fee has been referred to as an 'Admin Fee', which many customers believed to be a fee for producing their bill. In 2015 TWWD renamed it the 'Operations, Maintenance and Administrative Fee' (OMA), to better reflect the true nature of this fee.

Why is there a penalty on my bill?

TWWD charges a 1% per month penalty for any past due balance.

I still have a question about my bill, how can I get answers?

You can reach us by phone at (401) 625-6701 or by email at info@twwd.org.