

**The Town of Hinsdale**  
**Water and Sewer Information**

The Select Board serves as the Town's Water and Sewer Commission, with the authority and responsibility for the Town's Water and Sewer operation. The DPW Superintendent and staff manage the day-to-day operation, with the Town Administrator and others supporting Water and Sewer Department. Advising the W&S Commission on all matters pertaining to these services is the Water and Sewer Committee, appointed annually by the Select Board. The Commission reserves the right to change policy and rates to maintain and sustain the Town's Water and Sewer operation and systems.

Water and Sewer information is posted on the Town's website ([www.hinsdalemass.com/water-sewer-department](http://www.hinsdalemass.com/water-sewer-department)), and all Commission and Water and Sewer notices, billing statements, and correspondence are incorporated as part of the Town Water and Sewer Policies.

Access to the Town's water (only), sewer (only), or both water and sewer systems is based on the location of their property(s). Property Owners with access to these services must pay the established fees and their Water Usage charge, if applicable, per Mass State Law.

**Please check your bill** to be sure we have your name, Hinsdale Street address, and mailing address (if different) for accuracy. Please indicate the correct information with your payment, or send it to McKenzie Doyle, Water, and Sewer Clerk, at [mduoye@hinsdalema.gov](mailto:mduoye@hinsdalema.gov).

**Water and Sewer Department Billing** – The Hinsdale Water and Sewer Department issued water and sewer bills in July and January, reflecting one-half of the fiscal year's water and sewer costs, as set by the Water and Sewer Commissioners. The infrastructure charges are the established fees for access to each particular service. Metered Usages charges are calculated for the past six months that just ended (July – December, and January – June).

**Late Fees** – A \$20.00 late fee per utility will be added each month after 30 days from the billing date to unpaid bills.

**Sewer Users** – Please be aware that even if you do not have a grinder pump, the procedures for using your sewer system are the same. Therefore, please:

1. DO NOT put anything in your toilets other than what passes through your body and toilet paper. Repairs needed due to paper towels, diapers, baby or adult-flushable wipes, rags, feminine hygiene products, and articles of clothing have all been retrieved after clogged and damaged pumping equipment. All related repair costs shall be billed to the property owner in such circumstances.
2. Discharging stormwater, surface water, groundwater, roof runoff, subsurface drainage, or sump pumps cannot enter the sewer system.

**Sewer III Users** – Sewer III serves the Ashmere and Plunket Lakes. If your pump alarm goes off, please call dispatch immediately at (413) 684-2816. A technician will be sent out ASAP to fix the problem. Do not call the town hall office since these messages are not checked at night or on weekends.

**To pay your bill online:** As a convenience, you may pay your bill in person, by US Mail, or online (for a fee). To pay online, have your bill and credit card in hand, then:

1. Go to [www.hinsdalemass.com](http://www.hinsdalemass.com)
2. Click The blue circle labeled Payments on the homepage. UNIPAY will open on your screen.
3. Type Hinsdale in the city/town box, and hit Go! Read the information.
4. Select Water and Sewer, and follow the instructions on the screen.

After the date bills are due (February 28, 2023), the online payment option is no longer available because late fees will apply. Payment will need to be made in person.

If you have questions or concerns, please contact McKenzie Doyle at 413-655-2300, x307, or [mduoye@hinsdalema.gov](mailto:mduoye@hinsdalema.gov). McKenzie's Office Hours are Monday – Wednesday from 2:00 – 5:00 pm.