



BOURNE WATER DISTRICT

211 Barlow's Landing Rd.
Pocasset, MA 02559

BILLING & PAYMENT FAQ

Q: How do I pay my bill online?

A: visit our website at bournewaterdistrict.com or go directly to <https://bournewater.authoritypay.com/> - **We are NOT associated with DOXO.**

Q: What information do I need to create an online account?

A: You will need your account number and CID number located on all bills. The account number needs to be entered **EXACTLY** as it appears on the bill or the system will not recognize it.

Q: Is there a charge to pay online?

A: Yes. There is a convenience fee of 2.50% or \$1.50 min. to use a credit card and a flat fee of \$1.50 when paying by E-check.

Q: Do I have to pay my bill online?

A: No. This is just an added feature for those who wish to pay online with either a credit card or checking account. Please note, we do not take credit cards in the office or over the phone.

Q: Why don't I see an option to pay via E-check online?

A: This is a glitch with the third party website, if you continue through all the steps you will eventually see an option to enter a payment using E-Check.

Q: Do you offer paperless billing?

A: Yes. You will need to create an online account to choose paperless billing.

Q: How do I view my past bill information and consumption?

A: You will need to create an online account to view past information even if you are not paying online.

Q: What is the customer service charge?

A: This charge has been on the bill since 1994. A more detailed explanation is located on the back of every original water bill.

Q: How often will I receive a water bill?

A: We bill semi-annually. Each bill covers six months of consumption.

Q: Why is my bill so high?

A: Bills change according to water usage which fluctuates from month to month. Many customers increase their consumption in the summer by using irrigation, watering gardens, filling pools etc. A drastic increase could be an indication that a problem at the property exists and should be inspected for leaks by checking all plumbing & fixtures.