

Town of Charlton
Water and Sewer Commission
37 Main Street
Charlton, MA 01507



Phone: (508) 248-4953
Fax: (508) 248-0917

FAQ's

I have a question about my sewer bill. Who should I call?

For sewer bill questions please call the Sewer Dept. 508-248-4953

Where can I pay my sewer bill?

Bills can be paid online by choosing online payments on the Town of Charlton's home page, at the Collectors office located in the Town Hall, dropped off in the payment box located outside the Town Hall (this box is accessible 24 hours a day) or they can be mailed in.

How often will I receive a sewer bill?

Sewer bills are mailed out quarterly. For metered accounts, each bill reflects usage for the prior 3 months.

Who should I call if I have a sewer backup into my home?

If the sewer backs up (ex. the toilet, sink, tub, or washing machine) please call the Water Sewer Dept. at 508-248-4953. If after normal business hours please call 857-278-1599. Please leave your name, address and phone number and a technician will return your call.

They will dispatch personnel to assess the problem and determine if the blockage is with the public sewer main.

Who is responsible for my sewer service line?

The homeowner is responsible for the service line from their home including the connection to the public sewer main.

What is a Senior Citizen Sewer User Abatement/Exemption

Senior homeowners 65 years of age and older are eligible for a 15% discount off their sewer user bill. You must own and occupy the property as your domicile as of July 1st. You must re-apply each year in order to receive your discount. Completed forms along with required documentation must be submitted to the Water/Sewer Department by June 30th.

Where can I find the application?

You may download the application The Senior Citizen Sewer User Abatement Exemption form, pick one up at the Senior Center (located in the basement of the Town Hall), or at our office located at 8A Worcester Rd.