



Town of Hanover
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Hanover Water Rates

General Information

The Town of Hanover bills for water usage four times a year. We strive for billing periods of approximately 91 days. Extenuating circumstances sometimes add additional days to the billing cycle. The water rate structure has two components: a meter charge and a usage charge

The meter charge is based on the size of the water meter and covers the general ongoing connection to the distribution system. Most homes have a 5/8-inch by 3/4-inch water meter which carries a meter charge of \$38.00 per quarter.

Meter Size	Quarterly Charge
5/8 inch x 3/4 inch	\$38.00
3/4 inch	\$63.80
1 inch	\$101.28
1.5 inch	\$202.50
2 inch	\$304.90
Greater than 2 inch	\$632.88

The usage charge covers the actual quantity of water produced and delivered. Hanover uses an increasing block rate with four usage tiers. The goal of the usage tiers is to encourage conservation. The amount of water available to the town is NOT unlimited and as such we need people to use only that which they really need.

Usage Tier	Rate per 100 cubic feet
0-500 cubic feet	\$2.80
501-3000 cubic feet	\$5.27
3001-4000 cubic feet	\$8.69
4001+ cubic feet	\$11.07

One cubic foot is 7.48 gallons. A typical two-person household uses approximately 1,200-1,500 cubic feet per quarter. A typical family of four uses 2,700-3,000 cubic feet per quarter.

How do I calculate my water bill?

Start with the meter charge. As we said above, most residential houses have a 3/4 x 5/8 meter with a quarterly charge of \$38.00

Say, for example you use 2,800 cubic feet. The first 500 cubic feet are charged at a rate of \$2.80 per 100 cubic feet so the charge for this is $5 \times \$2.80$. The next 2,300 cubic feet are \$5.27 per 100 so the charge for this portion of your water is $23 \times \$5.27$. Your total usage charge would be the sum of the two charges or $(5 \times \$2.80) + (23 \times \$5.27) = \$135.21$. Your total water bill is the sum of the meter charge and the usage charge. In this case it would be $\$38.00 + \135.21 which is \$173.21.

Some feel this bill is too high. To keep it in perspective, 2,800 cubic feet of water is 20,944 gallons. This means that the water for this customer costs 0.827 cents per gallon – less than a penny per gallon. On a monthly basis this would be \$57.74 per month which is in most cases much less than a monthly bill for other utilities such as gas, electricity, cable, internet, or a cell phone. Those who irrigate their lawn or regularly fill their pool naturally use larger quantities of water, similar to a natural gas customer who keeps the heat in their house high or an electric customer who runs their air conditioning all summer.

The table below shows typical costs for various residential water bills:

People in House	Typical Quarterly Usage (cu ft)	Gallons	Quarterly Bill (3 months)	Monthly Charges	Cost per gallon
2	1,500	11,220	104.70	34.90	0.009332
3	2,300	17,204	146.86	48.95	0.008536
4	2,800	20,944	173.21	57.74	0.00827
5	3,600	26,928	235.89	78.63	0.00876
6	4,400	32,912	314.93	104.98	0.009569
7	5,100	38,148	392.42	130.81	0.010287
8	5,800	43,384	469.91	156.64	0.010831
9	6,600	49,368	558.47	186.16	0.011312
10	7,300	54,604	635.96	211.99	0.011647
4 person house who regularly waters their lawn	8,000	59,840	713.45	237.82	0.011923

How do your monthly charges compare to your other utilities?

Why are Hanover's water charges higher than other communities?

The Town typically provides approximately 500 million gallons of water a year. While water departments in each town have similarities, there are differences between various water operations than can change costs dramatically. Treatment costs in particular vary widely between communities as water treatment plants are designed and operated around specific raw water. Hanover is in the unfortunate position that its raw water sources are high in iron, manganese, organic color, and turbidity, all of which need to be treated. Many communities simply have an iron problem which is easy and inexpensive to treat while some communities don't have any treatment costs.

Hanover's water distribution and administrative operations are somewhat comparable to other communities of our size. Our treatment operation, however, is much more complex than many area communities. Hanover treats all of its water in water treatment plants, starting with the Pond Street plant in 1973, the Beal plant in 1995, and the Broadway Plant in 2002. The cost to treat water depends on a number of factors including the electrical costs, chemical costs, labor, and equipment maintenance. The Pond Street plant is the most expensive plant to operate due to the heavy use of chemicals to control organic color. It is also our most versatile and most productive plant. Overall, Hanover's treatment costs range anywhere from \$2.20 - \$2.60 per 1,000 gallons. These are costs that simply are not needed in many other communities. The debt associated with building treatment plants and periodically updating them also factor heavily into the cost of water in Hanover. Rest assured, however, that in the ever increasing regulatory environment, other communities will catch up to Hanover in their treatment needs and costs in the near future.

Why doesn't Hanover just get its water from a regional agency such as the MWRA?

At the moment, this is not an option for the Town. The density of development in Hanover as well as most other towns in eastern Massachusetts is such that regional approaches to water supply and sewage treatment are likely to become more prevalent over the next 30-50 years. Even with regionalization, regional supplies are not unlimited. To avoid the types of water crisis such as severe prolonged droughts that have drained reservoirs in the south and west coast or contamination that may render a supply unusable, we have to live within the resources that are available to us and protect the supplies from contamination.

Other questions or concerns?

Do you have other questions or concerns? We work hard every day to deliver the highest quality product that we can. We want to hear from you and will adjust this document as well as publish other information that is of interest to you. Send your questions to:

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