

# MARBLEHEAD WATER AND SEWER COMMISSION



## THE FLOW N' GO

VOLUME 13, ISSUE 2

OCTOBER, NOVEMBER, DECEMBER 2025

### TIME FOR AN UPGRADE

Did you know that Marblehead has over 8,000 water and sewer accounts? Each one of these accounts has an independent meter that measures both water and sewer use. Currently, the Water and Sewer Commission is preparing to upgrade our current meter technology and is participating in six meter pilot programs. Each company in the pilot provides slightly different benefits and technologies. The goal of the pilot program is to find the meter that fits Marblehead's needs the best.

With Marblehead's current meter system, meters are read once every three months and billed quarterly by the Commission. About 75% of these meters require a meter reader to enter your property and touch a pad with a device to receive an electronic meter reading. The remaining 25% of meters within the system are read via radio waves collected from the street by meter readers. The information gathered is then submitted to the Billing Technician who downloads and imports the data into the billing software and reviews the information prior to billing.

Our current metering system has been in place for over 30 years. The last time the Commission completed a widespread meter program was in the early 90's. Over the last 35 years, meters have been replaced if they break or at the end of their life cycle. As meters break or age, they are not capable of reading higher usage than what actually passes through them. Instead, the meter will read a lower usage than what actually passed through it or no use at all. This results in unaccounted for water use and inaccuracy in billing.

Metering technology has advanced extensively in the last 30 years. Smart Meters are now available which provide updates by-the-minute on usage, leak detection, irregular flow events, temperature, and more. This Advanced Metering Infrastructure (AMI)

technology gives us access to meter information that we have never had before by providing two-way communication between the billing software and water and sewer meters.

Information will be collected over the next few months on each company that is participating in the pilot. Once a company is selected and under contract, additional antennas will be installed on the Tower Way monopole. All meters will communicate with the endpoint (receiving device) and provide water usage information at multiple points throughout the day. A customer portal will be developed and implemented, giving access to live data of your water meter from anywhere (yes, you guessed it, there will be another app to install).

You may be wondering how this affects you today. The short answer is: it doesn't until we choose a new meter company or you are purchasing a sewer deduct meter. Due to this upcoming upgrade, we have limited the amount of new sewer deduct meters we are purchasing. Don't worry, the option is still available; but every meter that is purchased and installed is now considered a temporary meter. These temporary meters are from the existing meter stock and include a variety of used and new meters. Any sewer deduct meter purchased after June 5, 2025 will receive a new sewer deduct meter free of charge when the new system is implemented. The customer will need to allow the new meter to be installed, at no additional cost, within thirty days of notification to receive credit for sewer use.

An update on the pilot program will be in the spring edition of The Flow N' Go. Once the pilot is complete and a company is under contract, the Commission will have a virtual presentation on the new meter system and how the installation will be scheduled.

### HAVE IRRIGATION?

Did you know that installing a sewer deduct meter gives you a credit of \$12.10 per HCF on your sewer usage for water used outside?



Sewer deduct meter packages are available for purchase at the Water and Sewer Commission office.

### Contact Information

781 631-0102  
781 631-2694

Website

[Marbleheadma.gov/  
water-sewer-  
commission/](http://Marbleheadma.gov/water-sewer-commission/)

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Sump Redirection Program  
[www.resump.org](http://www.resump.org)



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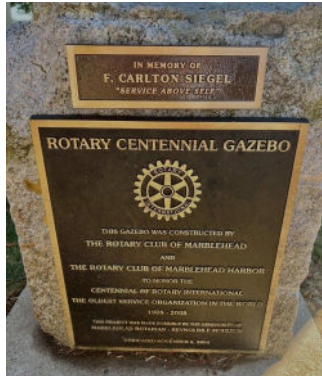
### A DEDICATION TO F. CARLTON SIEGEL

In our April/May/June 2025 edition of The Flow N' Go, we wrote about the passing of our late Commission Chair, F. Carlton Siegel (Carl). This September, the Commission joined the Rotarians to honor him further by gathering for the dedication of the Rotary Centennial Gazebo at Crocker Park.

Beyond the 36 years of service he contributed to the Water and Sewer Commission, Carl was an active member of the community. Being a member of the Rotary Club, Carl effortlessly lived by the Rotary Club's motto, "Service Above Self".

Carl was a craftsman. In his free time, he created the wood signs that are

on many Town buildings and in public parks, two lighthouse replicas originally installed at the Village School and the Abbot Public Library, and the metal archway above the entrance at Waterside Cemetery.



For holiday celebrations, Carl illuminated the lighthouse with festive strings of lights for all to enjoy.

Carl was very active in Town government; having served on the Recreation and Park Commission prior to his years with the Water and Sewer Commission. Many will remember him in front of the tally board during election season.

If you grew up in Marblehead, Carl was a mentor to youth. From officiating duties to scorekeeping in Marblehead Football programs and through participation with the Rotary Scholarship Awards

F. Carlton Siegel manifested the meaning of "Service Above Self".

### IMPORTANT MILESTONES FOR REAL ESTATE TRANSFER

#### Inspection

- Property inspection should be scheduled as soon as the property is listed and no later than 14 days prior to the closing date.
- A passing inspection requires approved water meter installation, sump pump discharge, and backflow device on irrigation system.

#### Final Billing

- A meter reading request form must be submitted 10 business days prior to closing date.
- A meter read will be collected by the Commission within 3 business days of closing date.
- A Final Bill will be produced and issued to seller or agent.

#### Transfer of Account

- Requires the Final Bill be paid in full, including \$50 meter reading fee and \$100 administrative fee, and
- Receipt of a completed Real Estate Transfer Confirmation within five business days after closing.

### QUICK REFERENCE FOR ANY REAL ESTATE TRANSFER CHECK-LIST



- Schedule and pass an inspection of the property with the Commission.** An inspection is required before a Final Bill is given or any change of ownership is recognized. Any existing conditions that result in a failed inspection must be resolved and reinspected.
- Submit a Meter Reading Request form.** Sellers must request a final reading of the water meter no later than ten days prior to the closing.
- Pay the Final Bill.** Sellers will receive a final bill for the property. When paid, a stamped receipt will be given to take to the closing.
- Confirm the transfer.** Return the signed Confirmation of Transfer form. This authorizes the Commission to change the account to the new owners.
- Update online payment profile.** If staying in Marblehead, change your account number on any online payment systems.

Real estate transfer forms are available on the water and sewer website at [marbleheadma.gov](http://marbleheadma.gov) under the Water and Sewer Commission homepage.