



HMLP

781-749-0134



WRWS

877-253-6665

How to Read Your Utility Bill

Your bill represents your cost share of operating a community-owned utility. The Hingham Municipal Lighting Plant (HMLP) and the Weir River Water System (WRWS) are owned by the Town of Hingham. As not-for-profit utilities, we reinvest revenues into operations to fulfill our missions to maintain reliable, high quality service, reasonable rates, and sustainable operations.

Water Bill Only

Hull & North Cohasset Customers

Here's what the different charges on your bill represent:

WATER CHARGES

Service Charge

This flat fee covers the fixed cost of daily operations, administration, customer service, and general expenses that don't vary based on how much water a customer uses.

Consumption $\leq$ 4 CCF *(less than or equal to 4 CCF)*

A fee based on your rate qualification and water consumption, calculated per hundred cubic feet (CCF). The first 4 CCF of water usage is priced lower to make essential water usage more affordable.

Consumption $>$ 4 CCF *(greater than 4 CCF)*

A fee based on your rate qualification and water consumption, calculated per hundred cubic feet (CCF). Water usage beyond 4 CCF is priced higher to reflect the scarcity of water and discourage excessive use.

Treatment Facility Fixed Surcharge

A set fee added to your bill to cover the ongoing costs of operating and maintaining the water treatment facility, ensuring safe and clean water is delivered to your home.

Facility & Operations Charge

A fee to supplement the costs of maintaining and operating the water treatment facility, distribution system, fire hydrants, and pump stations. We have combined the former Water Treatment Operation and Maintenance and Mains Replacement Adjustment Mechanism (MRAM) surcharges into one charge.

Capital Debt Assessment

A fixed fee based on revenue class to fund a major capital improvement project which includes the construction of a new water storage tank on Strawberry Hill in Hull, a booster station in Hingham, and the rehabilitation of the existing Turkey Hill tank.

WAYS TO PAY YOUR BILL

Hingham Municipal Lighting Plant (HMLP) has taken over Customer Service for WRWS from Veolia, and we want to make it as easy as possible for you to pay your bill. Check out our variety of payment options and consider signing up for AutoPay so you never miss a payment!



Reach out for assistance!
Visit www.hmlp.com/bill,
email customerservice@hmlp.com,
or call our office.
Electric: 781-749-0134 Water: 877-253-6665

Pay Online

View & pay bills on Invoice Cloud, or enjoy the convenience of AutoPay! Sign up at www.hmlp.com/autopay.

Pay by Phone

Call the office to pay by phone.

Electric: 781-749-0134
Water: 877-253-6665

Pay by Mail

Mail payment & return stubs to:

Hingham Municipal Lighting Plant
P.O. Box 9264
Chelsea, MA 02150-9264

Pay In-Person

Drop the payment at our office, 31 Bare Cove Park Dr.

Pay via Drop Box

Drop the payment & return payment stub off in the drop box outside Hingham Town Hall.

FINANCIAL ASSISTANCE (Electric Service Only): HMLP offers an income-adjusted (IA) rate for qualified Hingham residents. The IA rate removes the customer charge and applies a 15% discount on certain electric bill items. HMLP will not collect personal income information to qualify customers. When completing the application, you must submit proof of eligibility in a means-tested program. HMLP reserves the right to end or adjust this rate at any time.

ONLINE BILLING, AUTOPAY & PAPERLESS

HMLP offers automatic payments (AutoPay) and paperless billing, so you can pay your bill each month without any worry or hassle. AutoPay links directly to your bank account and will not accept debit or credit cards.

To make any online bill payments, use autopay, or go paperless, you will first need to register your account. Please scan the QR code and follow the steps below to get started.

How to Register Your Account

- ✓ Visit www.hmlp.com/invoicecloud to get started.
- ✓ Click **"Register Now"** on Invoice Cloud.
- ✓ Enter account # and street to **locate your account**.
- ✓ **Select an invoice** and click "Register Customer" at the bottom of the screen.
- ✓ Add your email and create a password.
(Optional) Check box if enrolling in paperless billing.
- ✓ Click **"Complete Registration"** at the bottom.

**Instructions are also
available online at
www.hmlp.com/register**



Call us for assistance!

Electric **Water**
781-749-0134 877-253-6665