



781-235-7600

www.wellesleyma.gov/mlp

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June 2025

MEET THE WMLP'S CUSTOMER SERVICE AND BILLING TEAM

Our customer service and billing team would be pleased to assist you and answer your questions regarding your utility bill, which includes electric (WMLP) and water, sewer, and stormwater (DPW). They can help you setup your preferred payment option. Payments remitted within 15 days of bill issuance receive our early payment discount of 5% (up to 1,000 kWh).

They can also help you if you are moving in or out, applying for one of our rebates, or experiencing an issue or outage with your electric service.

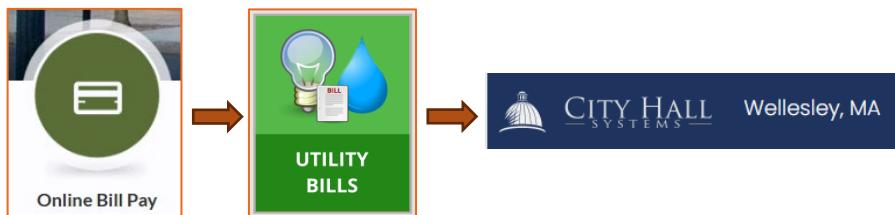


Pictured from left to right: Eileen Collett, Maddie Brooks, Brenda Sullivan, Candyce Wright, Terry Connolly, and Ilario DeMasi. Bill Marsh not pictured.

NEW ONLINE BILL PAYMENT OPTION

Starting July 1, we will begin transitioning our online bill payment vendor from Invoice Cloud to **City Hall Systems**, which the Town currently uses to accept payments for real estate, personal property, and vehicle excise taxes. To ensure timely payments of your utility bills, we recommend that you **choose one (1) of the following options:**

1. **OPTION 1:** If you haven't done so already, contact and sign up directly with the WMLP to [AutoPay](#) from your checking or savings account; **OR**
2. **OPTION 2:** Visit the [Town's website](#) and select [Online Bill Pay](#) and [Utility Bills](#) to access **City Hall Systems**, where you can:



- i. Enter your WMLP account information to view and pay your current bill using your credit card (2.9% service fee) or checking account; and
- ii. Sign up for an account to receive your bills via email, schedule future payments, and set up automatic payments.

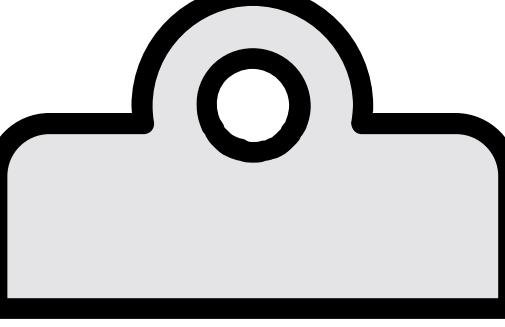
Please also discontinue any future payments setup in your Invoice Cloud account to avoid duplicate payments. **We will no longer accept payments from Invoice Cloud effective October 1, 2025.**

\$10,000 REBATE FOR WHOLE-HOME HEAT PUMPS EXTENDED THROUGH THE END OF 2025!



To better align with the Mass Save® program offering to residents who primarily heat their homes using natural gas, the WMLP is extending its rebate for customers who primarily heat their homes using oil, propane, or electricity.

Now through December 31, 2025, [our rebate for whole-home heat pumps](#) is \$10,000 if the existing heating system is removed or decommissioned, or \$8,000 if it is not. For 2026, we will likely consider adopting Mass Save®'s latest proposal (\$2,700 per ton up to \$8,500 with removal required), which is currently awaiting State approval.



Wellesley Health Department



Public Health
Prevent. Promote. Protect.
Wellesley Health Department



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WE WANT TO HEAR FROM YOU! TAKE OUR COMMUNITY HEALTH SURVEY

Add your voice to plans for use of Opioid
Settlement Funds and other health
programs!

Visit our website for more info on the
Opioid Settlement Funds:
www.wellesleyma.gov/health

Use the QR code to access the survey:

Or, type in the link to access the survey:
wellesleyma.gov/health-survey