



TOWN OF CONCORD

Town Manager's Report

Week of May 20th, 2019

Summer Hours

The Town of Concord will be implementing summer hours beginning Friday June 7th through Friday August 30th, 2019. Summer hours vary by department, please check with individual departments to see if they will be observing summer hours and what their modified schedule will be.

Special Election

A special election is being held June 4th. Polls will be open from 7:00am to 8:00 PM with voting taking place at precincts. Absentee ballots are available and [further information](#) can be found through the [Town Clerk's page](#).

The ballot question is as follows:

Shall the Town of Concord be allowed to exempt from the provisions of proposition two and one-half, so-called, the amounts required to pay for the bonds issued to study the feasibility of constructing a new middle school, which may be located at 835 Old Marlboro Road, Concord, Massachusetts (the present site of the Sanborn Middle School), including the schematic design of one or more options, consistent with Concord's sustainability goals and principles, including the payment of all costs incidental or related thereto?



Annual Book Sale June 1st

Join the Concord Free Public Library for the annual book sale. The book sale will take place on the front lawn of the Main Library from 10:00AM to 3:00PM.

The event is sponsored by the Friends of the Concord Free Public Library. (Rain date: June 8)



New Utility Billing

What You Need to Know



New Utility Billing – What You Need to Know

Concord Municipal Utilities has rolled out exciting new utility billing and numerous other changes. All your Town utilities, Electric, Water, Sewer and Broadband, have been combined into one newly-designed monthly bill making it easy for you to pay with just one payment.

You can continue to receive your bill in the mail or opt to go paperless and view your bill online with SmartHub, a new online service and app which allows you to access your utility bill and other services. Customers will have the option to pay using credit card (MasterCard, Visa, or Discover), using the PayNow web portal, automatic bank draft, secure automated phone system, or by drop off payment.

You will continue to receive your monthly bill on the same billing cycle as you receive it currently. For instance, if your Bill Date is the 10th of the month, you will continue to receive your new bill on the 10th.

Customer service has been updated with one point of contact for information and assistance on your utility accounts. Customer service can be reached at 978-318-3101, concordutilities@concordma.gov, or visited at 1175 Elm Street.

In order to assist during the transition period, customer service phone and lobby hours will be extended from Monday, May 13 – Friday, June 7. The following hours will be in place during the transition period:

7:00 AM – 4:30 PM, Monday, Tuesday, Wednesday, and Friday

7:00 AM – 5:30 PM, Thursday

For more information about the new utilities billing system, please visit concordma.gov/utilitybilling or concordma.gov/smarthub