

Customer Guide To Your Water Service

Welcome to **Maine Water**.

We are here to **serve** you.



www.mainewater.com

We are passionate employees delivering life-sustaining, high-quality water service to families and communities.

As such, we're proud to:

- Operate and maintain our water system with **dedicated, trained employees** who work to meet our customers' needs.
- Deliver **world-class customer service** as defined by our customers, who have consistently rated our service about 90% satisfaction in annual surveys conducted by an independent research firm.
- Treat and test your water at the source, during and after the treatment process, and in the distribution system to verify that it **meets all state and federal drinking water standards**.
- Invest in treatment facilities, storage tanks, water mains, and other infrastructure needed to **deliver a dependable supply of water**.
- **Maintain critical open space lands**, and aggressively protect our wells and reservoir supplies.

Customer Notifications

We use an emergency telephone notification system to alert customers when there is an important issue affecting water quality or water service.

Make sure we have the best phone number and email address for you by providing it to us at 1-800-287-1643 or online at www.mainewater.com/notification.

Convenient Payment Options



Pay Online at www.mainewater.com

Sign up for e-billing or make a one-time payment using Visa or Mastercard, your debit card, or your checking account. Plus, save time, money and help protect the environment with our e-billing program and enjoy the convenience of automatic payments.



Pay by Phone: 1-800-287-1643

Customer service representatives based in Maine are available Monday through Friday from 8:00 a.m. - 4:30 p.m. Pay with Visa, Mastercard, your debit card or your checking account.



Mail a Personal Check

For your convenience, an envelope is enclosed with your bill. Please include your bill stub and write your account number on the check.



Pay in Person at Many Locations

Pay in person at any Bangor Savings Bank or Western Union location. The full list of payment locations is available on www.mainewater.com. Select "Customers" and then "Payment Options."

Customer Service and 24-Hour Emergency Assistance **1-800-287-1643**

Water touches everything we **love** about Maine and everything we **care** about.

Maine Water's Annual Water Quality Reports summarize the results of the water quality testing done throughout the year as well as provide info on the water source(s) for your water system.

You can find the report on our website at MaineWater.com/Water-Quality.

Our dedicated team of water professionals works 365 days a year to ensure that businesses and residents in our service communities have safe, reliable water service.

Printed copies of the reports are also available at no cost by calling us at 1-800-287-1643.



Protection of **OPEN SPACE AND WATERSHED LANDS**

WATER CONSERVATION education and programs

INFRASTRUCTURE INVESTMENTS to reduce systems water loss

SUSTAINABLE DESIGN of buildings and facilities

Maine Water is **committed to preserving our environment** for current and future generations.



Water Conservation Tips

You can **help conserve** our **precious natural resources**.

- Install water-saving devices in faucets, toilets, and appliances.
- Check every faucet and toilet for leaks. Even a slow drip can waste a lot of water each day.
- Take short showers and shallow baths.
- Turn off the water while brushing your teeth, rinsing the dishes or washing your hands.
- Run full loads in the washer for dishes/clothes. Washing partial loads can waste electricity and water.
- Keep a jug of drinking water in the refrigerator, then you won't have to run the water to cool it.
- Water the lawn and garden as little as possible and only in the early morning and evening.
- Choose plants that don't need much water.
- Don't let the hose run when washing a car. Use a bucket of water to wash the car and hose to rinse it.
- For more tips and a guide to native plants that tolerate drought, visit MaineWater.com/conservation

Water Rates and Billing

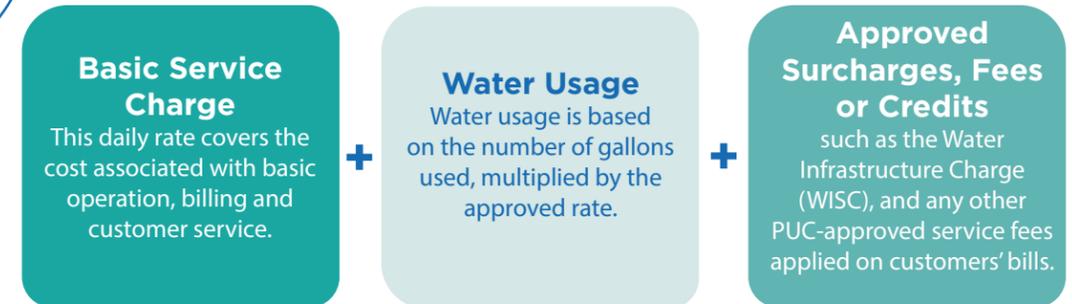
We work hard to manage costs and deliver you **safe, reliable water**.

We are proud to deliver you a safe, reliable supply of water 24 hours a day, 365 days a year. To do so requires an investment in our water systems and trained personnel who operate the systems and provide service to our customers.

For billing information specific to your system, visit mainewater.com/customers.



The rates we charge for service are approved by the Maine Public Utilities Commission (PUC) after the company demonstrates our costs and what should be approved in customers' rates. Rate schedules that apply to your system are available on our website or by calling a customer service representative at 1-800-287-1643.



Shutoff For Nonpayment

We never want to terminate customers' water service, but sometimes it is the only way to resolve a delinquent bill and ensure that our paying customers are not burdened by expenses incurred from others' unpaid bills.

If a bill remains unpaid 25 days after it is issued, interest charges will be added to the balance, and water service will be subject to our termination procedures as follows:

- Automated phone call reminder after bill is 7 days late
- Shutoff notice is mailed if the bill remains unpaid 14 days after the due date (39 days after the original bill is mailed)
- Water service may be terminated if payment is not received or a payment has not been negotiated within the 10 business days following a notice of the effective shutoff date.

If service is terminated for nonpayment, any outstanding balance plus additional charges (turn-on fees) will have to be paid before water service is restored. Please notify us promptly if you have forwarded payment that has not yet been applied to your account so we can investigate to avoid any unnecessary interruption to your service.

Customer Rights

- You have the right to utility service if you are a qualified applicant.
- You shall not be asked to pay unreasonably high deposits as a condition of service, nor to make unreasonable payment on past due bills. Customers known to be poor credit risks may be required to make a reasonable deposit to obtain service.
- You are entitled to at least one deferred payment plan for each new bill you receive.
- You have the right to any complaint against the utility handled promptly by the utility.
- You have the right to call upon the Maine Public Utilities Commission (MPUC) to investigate your utility complaints and inquiries.
- If you suspect your meter is not working properly, you have the right to get it tested, free of charge, once a year by your utility.
- You have the right to a written notice of termination prior to discontinuance of service.
- Your residential service may not be shut off on holidays, weekends or on the day prior to a holiday or weekend, or if you have a valid medical emergency.
- If you live in a multifamily dwelling, you have the right to receive a posted notice of impending shutoff. The notice must be posted in a common area and/or posted individually to occupants' doors.
- You have the right to request an investigation if you suspect that the level of consumption reflected on your utility bill is unexplainably high.

Protect yourself, your family, and your home with **emergency water and plumbing protection plans.**

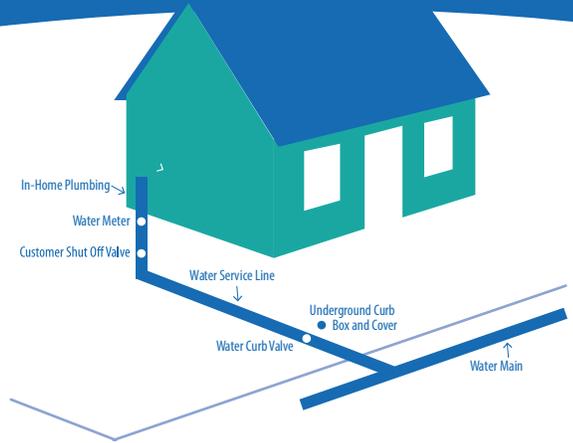
Linebacker® Protection Plans Provide Peace of Mind for as Little as **24¢ per Day**

Maine Water provides a safe, reliable supply of quality water to our customers, and we want to ensure your family has access to water. We are responsible for and will make repairs to:

- The water distribution main in the street
- Service from the water main to your curb valve
- Installation and maintenance of the water meter

However, the homeowner is responsible for:

- The piping from the curb valve (shut off) into the home
- All household plumbing



Maine Water's **trusted Linebacker® Protection Plans** have been protecting our customers for years.

For about 24 cents a day, you can have complete peace of mind that repairs to breaks in your water service line will be covered. You can get up to \$10,000 in annual coverage for water line repairs. Save yourself time and money with our optional Linebacker® Protection Plans.



New Customers - Enroll in Linebacker® Today!

As you are a new residential customer, we invite you to take advantage of Linebacker® coverage and elect to have Linebacker® protection service added to your water bill. You may cancel coverage at any time with no further obligation.

Enrollment is easy!

Visit www.MaineWater.com to enroll online, or call 1.800.287.1643.

This offer is subject to the program terms and conditions provided on www.linebacker-plan.com. Maine Water does not sell customer information to any outside parties. However, our affiliates, including New England Water Utility Services Inc., will utilize customer information to market products and services to you based on information collected by Maine Water. You have the right to limit our affiliates from using your information to market to you. To limit marketing offers, please contact us at 1.800.287.1643.

A lot goes into delivering high quality water from the source to you.

PROVIDING SAFE AND RELIABLE WATER SYSTEM OPERATIONS 24/7:

- 5 surface water supplies
- 14 groundwater wells
- 11 treatment facilities
- 530 miles of water main
- 2,600 fire hydrants
- 32,000 service lines
- 3,600 water quality tests per year
- 9 million gallons of water per day



It takes a **TEAM** to provide safe reliable service to Maine communities.

- 80 water professionals to serve you
- Licensed and certified by State of Maine
- Over 1,600 customer appointments per month
- 5,000 customer calls per month
- Provide timely, accurate customer information
- After hours and emergency response
- Preventive maintenance and contingency plans minimize service interruptions

