



# Straight From The Tap

Spring 2022 | [mainewater.com](http://mainewater.com) | [CustomerService@mainewater.com](mailto:CustomerService@mainewater.com)

Water touches everything we **LOVE** about Maine and everything we **CARE** about.



Community



Family



Health



Safety



Environment

## Maine Water Offers Rain Barrel Purchase Program

We're partnering with Upcycle Products to offer rain barrels at a discounted price. A 55-gallon rain barrel will be delivered straight to your address for \$82.



Rain barrels capture and store rain from gutter downspouts for things like garden watering and car washing. They conserve tap water as well as the energy and treatment materials needed to source, treat and pump water to your tap.

For more information or to purchase, visit [upcycle-products.com/me/mwc](http://upcycle-products.com/me/mwc).

## Annual Water Quality Report Available

Maine Water's Annual Water Quality Report summarizes the results of the water quality testing done in your water system in 2021 and includes useful information on drinking water.

You can find the report at [www.mainewater.com/water-quality](http://www.mainewater.com/water-quality). Printed copies are available at no cost by calling our Customer Service team at 1-800-287-1643.

Our dedicated team of water professionals works to ensure that businesses and residents in our service communities have safe, reliable water service. Clean drinking water is a great value, and an indispensable benefit to the community.

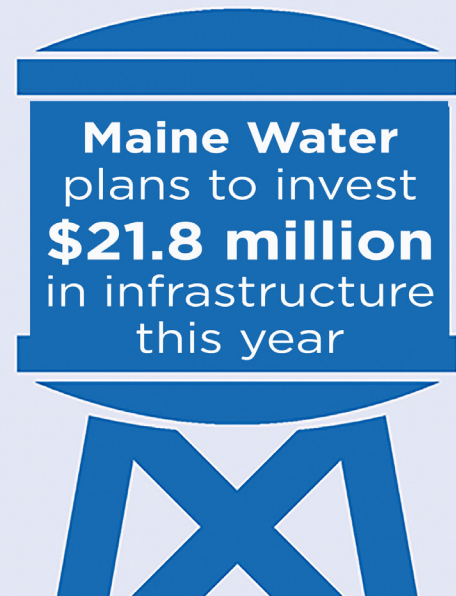


A lot goes in to **delivering high quality water** from the source to your tap.

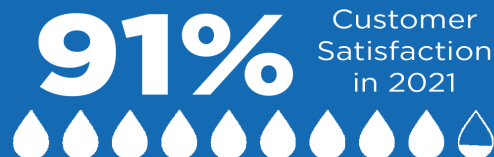
- 544 miles of water main
- 32,000+ service lines
- 7 surface water sources
- 14 groundwater wells
- 11 treatment facilities
- 110,000+ water quality tests each year

All to bring water to your tap 24 hours a day, **for about a penny a gallon.**

For information on 2022 infrastructure investment projects visit [mainewater.com/construction](http://mainewater.com/construction)



We're proud to supply high-quality drinking water and exceptional service to customers. Each year, our customers rate us through customer surveys, which continue to show world-class levels of service.



**Thank you** to the customers who took the time to take our customer satisfaction survey, conducted by phone and email semiannually. We look forward to continuing to provide you with **world-class levels of customer service.**

**Did You Know? You can now pay your bill by phone, 24 hours a day at 1-800-287-1643.**

# A Guide to Your Maine Water Bill

Maine Water rates are approved by Maine Public Utilities Commission (PUC).

## 1 WATER CHARGE

The charge includes a fixed amount that is billed each billing period based on the size of the meter as well as for any additional water usage. The Water Charge shows usage in units of gallons or cubic feet depending on the water meter. Water is billed per 100 cubic feet or 1,000 gallons whichever is applicable to your meter.

## 2 WATER INFRASTRUCTURE CHARGE (WISC):

WISC projects include replacement of aging water mains, valves, hydrants, storage tanks, treatment equipment, control systems and other assets that are needed to provide dependable water service. The cost of completed WISC projects are recovered through a surcharge on customer bills.

## 3 LINEBACKER® PROTECTION PROGRAMS

Your bill may also include a charge for Maine Water's optional Linebacker® Protection Program. Linebacker protection is available to residential customers to repair or replace the water service line (no greater than 1.5" in diameter) from the company owned curb valve up to and including the first hand valve before the meter. The fee is \$85 on an annual basis.

### PAYMENT OPTIONS



#### MAIL A CHECK



**ONLINE OR BY PHONE 24/7** with credit or debit card, checking account, Apple Pay®, Google Pay®, Venmo® and PayPal®



**BY TEXT** Call customer service or register online to enroll



**BY CASH OR DEBIT CARD IN PERSON** at select retail locations (complete list at [MaineWater.com](http://MaineWater.com))

**SAVE TIME AND PAPER** by enrolling in e-billing or auto pay at [MaineWater.com](http://MaineWater.com)



### WATER BILL

#### Account Summary

Amount of Last Bill:	\$157.92
Payments Received: Thank You	\$157.92
Balance Forward:	\$0.00
Late Payment Charge:	\$0.00
New Charges:	\$160.42
<b>Total Amount Due:</b>	<b>\$160.42</b>

#### Billing Detail

##### Current Charges:

<b>1</b> Water Charge	\$129.68
<b>2</b> Water Infrastructure Charge	\$9.49
<b>3</b> Linebacker	\$21.25

**Total Current Charges: \$160.42**

#### Meter Reading Data

##### Billing Period:

##### Next billing

Meter	Reading	Type	Read
01	Current	Actual	1398
01	Previous	Actual	1373

Total Usage (100 CF) **25**

Days of Service this Period: **94** \*Readings are in 100 Cubic Feet (CF)  
Average daily usage is: **199 gpd** 1 CF equals 7.48 gallons  
Average daily cost is: **\$1.48** (Contingent on CF)

A late payment charge of 0.267% will be applied at the end of each month on any over due unpaid balance.

The Maine P.U.C. has implemented rules for water utilities to encourage a more timely and systematic replacement of aging infrastructure. The water infrastructure charge is reflected on this billing. Call customer service for more information at 1.800.287.1643.

#### QUESTIONS ABOUT YOUR BILL

If you have questions about your bill, please call a Customer Service representative at **1-800-287-1643**. More information can be found on the website at [MaineWater.com](http://MaineWater.com).