

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

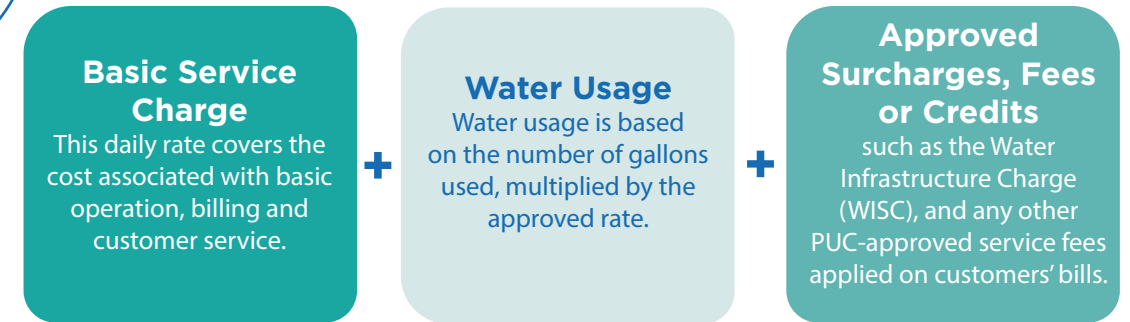
We work hard to manage costs and deliver you **safe, reliable water**.

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.



Linebacker® Protection Plan

Why do you need the Maine Water Linebacker® Protection Plan?

Did you know as a homeowner, you are responsible for your water service line? Without protection, you could be faced with thousands of dollars in unexpected costs to repair the underground piping that runs from the water main to your home.

The homeowner is responsible for:

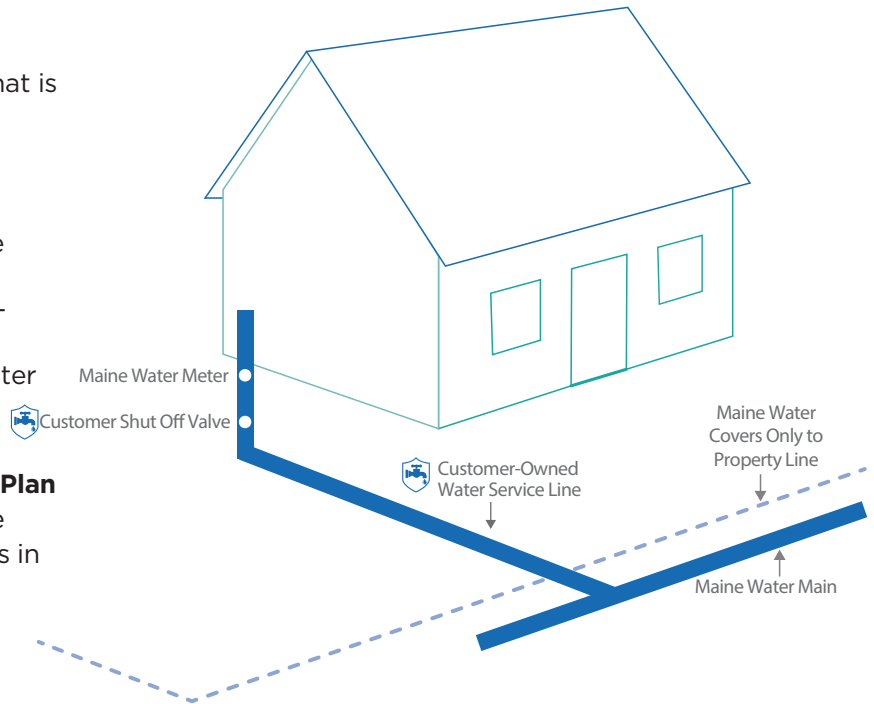
- The piping from the curb box shutoff valve that is typically near the property line
- All household plumbing

Maine Water is responsible for:

- Water distribution from the water main in the street
- Service from the water main to the company-owned curb box shutoff valve
- Installation and maintenance of the water meter

We are here to help

Maine Water offers the **Linebacker® Protection Plan** - a program that safeguards your water service line in the event of damage like breaks and leaks in underground service line.



24/7 Emergency Service

Linebacker® provides you with prompt, guaranteed 24/7 emergency repairs.

ENROLLMENT IS EASY

LINEBACKER® COVERS
YOUR WATER SERVICE LINE FOR LESS THAN \$8 A MONTH

Exclusions and limitations apply.
To view plans and see terms and conditions
visit MaineWater.com/Linebacker
or call us at **1-800-287-1643**.

