



Water & Sewer News



April 17, 2015

Town of Southwest Harbor

Volume 1, Issue 7

MESSAGE FROM THE WATER DEPARTMENT

The Water Department would like to remind all residents that are asked to run their water through the winter months that you can now stop running water. Typically you can stop as of April 1st. If you are nervous about the temperature after that date please call and let us know that you are continuing to run your water so that we may adjust the charges accordingly. Keep in mind this is only for those residents that are asked specifically by the Water Department to keep your water running. Thank you!

Sewer Rate Increase

While the Selectmen understand that no one likes to have an increase in their utility bills this is necessary to balance the operating budget.

The Sewer Ordinance clearly states that operational expenses must be covered by the rate.

Beginning July 1st, 2015 there will be a 7% increase in the Sewer Rates.

This means that all bills in October of 2015 will show the new rate and seasonal bills will be prorated to include the additional cost.

If you have any questions or concerns please contact:

Tabbetha at 207-244-5404

Payment Arrangements

In today's economy we certainly understand that it is not always easy to pay your water and/or sewer bills on time. For this reason we are always willing to work with our customers to figure out a payment arrangement that is both affordable and will keep your account as current as possible.

There is someone in the Town Office Monday through Friday, 8:30am to 5pm that can work with you set up these arrangements. Understand, though, that a payment arrangement will not stop any liens or foreclosures. These arrangements simply put your service disconnection on hold.

Anytime a situation arises and you need more time to pay your bill, please feel free to call us and we will be happy to help in any way we can.



METER PROJECT PROGRESS

Beginning in the Spring, we will again be asking water customers who do not yet have a new meter to set up appointments to have your meter changed out for one of the new ones that conforms to our new system. If you would like to ensure you get the most convenient appointment for your schedule, please call Tabbetha at the Town Office to set that up. If we do not hear from you by the time we are ready to do your area we will send you a notice with a preset appointment date and time.





Billing

We would like to take the time to help explain some of how the water and sewer billing works. For year round, residential customers, on a 5/8" meter, your minimum bill is based on a usage of 9 units. A unit is 100 cubic feet. There are 7.5 gallons in 1 cubic foot. Any usage over the first 9 units is billed on a per unit rate. Water is \$5.02 per unit and Sewer is \$11.50 per unit. Each quarter we bill the difference between your current reading and your reading at the end of the previous quarter. Both of these readings are shown on your bill. Your sewer bill is directly related to whatever your water usage is, except if you have a separate outside watering meter.



Contact Information:

Donald LaGrange - Town Manager - 244-7915

Allen Willey - Water Operator - 244-3948

Randy Dunbar - Sewer Operator - 244-7919

Tabbatha Newenham - Water/Sewer, Billing & Collections - 244-5404



Note from the Sewer Department:

Please be sure not to flush any garbage or foreign objects. This causes labor intensive issues at the sewer plant. Your attention to this is greatly appreciated.

Customer Owned Meters

Customer owned meters are those that are purchased by the customer for one of two reasons, typically. Either to 1.) meter well water hooked up to Town Sewer to lower your minimum sewer bill each quarter and ensure you are billed for only what you use or 2.) meter outside water use that is deducted from the total consumption before calculating the sewer portion of your bill. In either of these cases Town employees are not reading these meters. You are responsible for calling in the readings to the billing department quarterly.

This needs to be done on the following dates or the closest business date to them:

January 1st

April 1st

July 1st

October 1st

For outside watering meters it is obviously more important to call in July and October than January and April but for Metered wells you **WILL** need to call the reading in **EVERY** quarter. If your reading is not received until after that quarters billing your credit will be applied to the **NEXT** billing cycle.

