

Service Rates

Charges for water service are based upon rates approved by the Maine Public Utilities Commission. To request a Rate Schedule, please call (207) 729-9956.

Billing Procedures

Bills are mailed quarterly. Our billing procedures, beginning with the day that bills are mailed, are as follow:

Day 1 Bills are mailed.

If bills are not paid within 25 days of mailing, the following steps are taken:

Day 26 Reminder Notices are mailed.

Day 31 A late charge is assessed on outstanding balances, and every 30 days thereafter.

Day 41 Disconnection Notices are mailed.

Day 56 Service is discontinued for non-payment.

If at any time, you have questions about your bill or our service, please do not hesitate to contact us.

Payments

Payments may be made by mail to PO Box 580, Brunswick, ME 04011, or at our office at 266 River Road in Topsham between 7:00 AM and 5:00 PM, Monday through Thursday. A drop box is available for payments outside of our regular business hours. Payments may also be made at the customer Service Department of Hannaford Supermarkets in Brunswick or Topsham.

Payment Arrangement

You have the right to make a written payment arrangement if you are unable to pay a past due balance. A payment arrangement requires you to pay an agreed upon portion of the outstanding bill and to pay the balance with reasonable weekly or monthly installments. Please call our office at (207) 729-9956 for more information.

To Dispute a Bill

If you dispute a bill, please call our office at (207) 729-9956. If we cannot resolve the matter, you have the right to submit the dispute to the Consumer Assistance division of the Maine Public Utilities Commission, 242 State Street, and State House Station #18, Augusta, ME 04333-0018, telephone (207) 287-3831 or 1-800-452-4699 prior to the disconnection date.

What to Do in Case of Emergency

The Brunswick and Topsham Water District has a 24 hr. emergency Service available to all customers. We have a Service Technician on call Duty 24 hours per day, 365 days per year. We can be contacted at any time by calling (207) 729-9956. Outside of our regular business hours, our answering service will contact the Service Technician on call Duty who will, in turn, contact you. Service calls related to problems which are not within our responsibility are subject to a service charge.

Broken Water Pipe Inside Building

Water service to the building can be shut off by use of your own main valve, normally located immediately before the water meter. You can also stop the flow of water to a specific fixture within your building. By way of example, valves are normally located on each of the hot and cold water supply lines to each faucet. These are normally located under the sink. By familiarizing yourself with the location and operation of these valves, you may be able to use them in any emergency and avoid a service call charge.

No Water

If you have no water at a particular fixture, you should check other fixtures to assure that the problem is not within that particular fixture. You should then check the main valve before the water meter to make sure that it is open. You should call us to see if we have had to interrupt service for emergency repairs, or to assist you in determining the source of the problem within your building.

Medical Emergency

Disconnection of service may be postponed due to a medical emergency. There is a medical emergency when a registered physician certifies that the customer or occupant is seriously ill or has a medical condition which will be seriously aggravated by the lack of water service. While initial certification may be made by telephone, a physician must certify the emergency in writing within seven (7) days. During this medical emergency period we will work with you to make a payment arrangement.

Dig Safe

Before you or your contractor dig, call Dig Safe at 1-888-DIG-SAFE to have underground utilities located at no cost to you. A single call to Dig Safe can help prevent personal injury and property damage caused by ruptured pipes and cables.

How Much Water Have You Used?

Like many water utilities, we measure your usage and bill you in hundreds of cubic feet (HCF). To convert your usage from HCF to gallons, multiply it by 748. At typical domestic usage of 60 gallons per person daily, a family of three uses approximately 16,200 gallons of water per quarter or just over 2100 cubic feet.