



2015 BATH WATER DISTRICT NEWSLETTER

This is the first annual Bath Water District newsletter. The purpose is to keep our customer's informed and remind everyone about certain issues that are sometimes forgotten but important to remember.

BATH WATER DISTRICT WEBSITE

The Bath Water District has a very informative website that you can find at www.bathwd.org. There you can find how to view and/or pay your bill online, discover answers to common questions you may have in the FAQ's section, read information about our water quality, see current events on the bulletin board, download applications for service and other documents. We keep it current so check it out!

UNDERSTANDING DUE DATES

Have you ever wondered why there are two different due dates on your bill? There are two different due dates on your bill because the Bath Water District is not part of the City of Bath; however, we do the sewer billing for the City because the sewer bill is based upon the water you use. The water bill is always due first (approx. 30 days after bills are mailed) and the sewer bill is due 30 days after the water bill.

DID SOMEONE MENTION RATES?



This year BWD is anticipating a water rate increase due to the rise in the price of maintaining the water system and the decline in our revenue stream. Stay tuned! More information will follow shortly.

COLD ENOUGH FOR YOU?



Last winter was severely cold; did your water line freeze? If you had problems with your water line last winter this is a friendly reminder that chances are you will have the same problem unless you: **a.** lowered or insulated your service line OR **b.** you will leave your water trickling at night or when it is not being used for an extended time.

LOOK WHO'S TURNING 100!



That's right! Bath Water District is turning 100 years old this October. Come join in the celebration! More information will follow in the upcoming months.

MISCELLANEOUS TIPS



◆ **Disconnection day** – nobody likes to be without water so to prevent this from happening, please call the office **prior** to the date on the disconnection notice to enter into a payment arrangement. This will stop you from being turned off and also prevent any additional charges added to your water bill.

◆ **Meters** –many customers don't realize that you are responsible for the meter that is in your house. It is our customer's responsibility to keep the meter in a warm, dry, accessible place (especially during winter months). If the meter breaks, there is a charge for replacement. Learn more at our website under "Documents" → "Customer's rights and responsibilities".

◆ **North Street-** the City has big improvements planned for this street. You will see BWD trucks and personnel working out there as well. This is a City of Bath project but BWD is taking this opportunity to upgrade some of its infrastructure. Be mindful of the hard working people in the street and please be patient as the much needed improvements are being done. It will all be worth it in the end!

◆ **Planning to leave?** – if you are a "seasonal" customer and you do not wish to receive a water/sewer bill while you are away, please call the office to schedule an appointment to have the meter pulled and water to be turned off at the street. This procedure stops bills from being generated on your account. When you are ready to reactivate your service, please call the office at least 2 days before your return to schedule an appointment. Remember, there is a \$20.00 charge for us to install the meter and turn the water back on.

The Bath Water District office is located at: 1 Lambard Street, Bath, ME 04530. Our office hours are M-F 7:30am – 3:30pm; 443-2391. A drop box is located at the bottom of the stairs for payments and other correspondence.