

# 2016 BATH WATER DISTRICT NEWSLETTER



## GO GREEN! SAVE A STAMP! GO ONLINE TO PAY

The Bath Water District has a very informative website that you can find at [www.bathwd.org](http://www.bathwd.org). While we encourage our customers to go on the website and view and/or pay your bill, there are a few important items you need to remember so that your experience online will be a happy one! **1.** There are two ways you can pay online. One way is to pay by check which charges you nothing. The second option has a charge of \$5.95 fee per transaction by paying by credit card. There is a drop down box when you are at the payment option. **2.** If you are moving and you had an account set up online, you will need to remember to go online and delete yourself completely from the online account. If you don't remove yourself, you will receive an email when another bill is generated. BWD cannot remove your information nor make changes to your account as we never set your account up in the first place so we don't have access to any account information. **3.** When you pay your bill on our website, your payment will reflect in our system the day after you made the payment. It is not an instant payment to our system. Online payments are downloaded overnight so this is very important to remember on disconnection day when you pay the bill the morning of disconnection day, you need to call the office to let us know because our system will still show the water payment due.



## WHAT CAN I DO IF A PIPE BREAKS INSIDE?

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 dwelling. By way of example, valves are normally located on each of the hot and cold water supply lines to each faucet which, if there is a leaking faucet, you can shut off the water supply to stop the leak or if you have a toilet that is not properly working the valve is normally located right next to the toilet. By familiarizing yourself with the location and operation of these valves, you may be able to use them in an emergency. If you are unable to stop the water flow from inside your dwelling or you need to repair a valve, then BWD should be called to turn the water off at the street. The water district doesn't just use the shut off valve to disconnect the water if you don't pay your bill; in fact that is probably one of the least liked tasks at the water district! The shut off valve is the property of the Bath Water District and it is a good idea to keep them clear and accessible in case of a water emergency. If your shut off is in a place that makes it difficult for BWD to access it and you have a sudden break inside your house and need the water shut off at the

street, think of how long it will take BWD crew to get to the shut off, possibly dig it out and repair it, then hope that it will turn off. All the while the water is pouring inside your house causing more damage! This scenario can easily be avoided by making sure the shut off valve does not get buried under pavement, under a fence, under a pile of wood or walkway. Please keep it accessible!



### WHO'S RESPONSIBLE FOR THE WATER METER IN MY HOUSE?

The water meters are located inside each dwelling and are the property of the Bath Water District. The meters are the customer's responsibility to keep them in a warm, dry, and accessible area. If the meter breaks while in the customer's possession, it is the customer's responsibility to replace it and the customer will be billed for the replacement meter. More information may be found on our website under the Documents tab → Customer's Rights and also available in "paper form" at the office.

### MISCELLANEOUS ITEMS

- ◆ Moving or have a change of address? - Please notify the District if you have any changes to your account, especially change of address! We can't get important information to you if we have the wrong address.
- ◆ Unless you are having an emergency, you **MUST** call BWD **3 days** in advance If you have scheduled to have some plumbing work done or you need a meter re-installed and water turned back on, or you plan to dig somewhere on your property so we can fit you in the schedule.
- ◆ Consumption high or continues to go up? One of the biggest problems is toilets! A toilet can be leaking without you hearing it so by the time you do hear it, it probably has been leaking for a while. What happens is the flapper that sits in the bottom of the tank wears out allowing water to "sneak" by or the flapper gets stuck in the open position and water continuously runs out of the toilet. If you have a doubt that your toilet may be leaking, you may get dye tablets at the BWD office at no charge to detect if you may have a leak.
- ◆ Want to know what's going on or learn more about the District? Go to [www.bathwd.org](http://www.bathwd.org) where you can learn about: water quality, water treatment, ongoing projects, individual account information, FAQ's, BWDs' terms and conditions etc.... There's a lot of helpful information on our website.....give it a try!

*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.*