



Dear Neighbor,

Welcome to the Kennebec Water District. Our staff takes great pride in reliably providing safe drinking water to your home and/or business every day. Information about our water quality and our water source can be found at [www.KennebecWater.org](http://www.KennebecWater.org).

The Kennebec Water District is governed by a 10-member Board of Trustees. Trustees are elected by voters in our district's five municipalities: Waterville, Winslow, Fairfield, Vassalboro, and Benton. Trustee meetings are open to the public and are typically held on the first and third Thursdays of each month at 7:30 am at 6 Cool Street in Waterville.

You will receive a water bill four times per year. You may pay your bill through any of these options **free** of charge:

- online using our customer portal at [www.KennebecWater.org](http://www.KennebecWater.org) (Electronic check, Visa, MasterCard, and Discover accepted). Autopay is now available on the portal.
- by mail to Kennebec Water District, PO Box 356, Waterville, ME 04903-0356
- by calling our office at (207) 872-2763 (Electronic Check, Visa, MasterCard, and Discover accepted)
- in person at our office, 6 Cool Street in Waterville

On the back of this page, you will find a brief explanation of the information found on the bills of most residential customers. Complete rate information can be found at [www.KennebecWater.org](http://www.KennebecWater.org). Please contact us if you have any questions.

Yours for safe drinking water,

A handwritten signature in blue ink that reads 'Roger Crouse'. The signature is fluid and cursive, written over a light blue background.

Roger Crouse,  
General Manager

## Quarterly Water Bill Explanation

Rates effective as of April 1, 2018

### Water Charge

Fee	Explanation
\$67.67 minimum charge for 5/8-inch meter (minimum charge increases with increasing size of meter)	The minimum fee includes 300 cubic feet of water (2,244 gallons). An additional fee of \$1.71 will be charged for each 100 cubic feet (748 gallons) used.

### Other Charges

Not a complete list. Additional fees may apply. See Terms and Conditions for details.	
Backflow Preventer (residential)	\$86.09
Meter Transmitting Unit (MXU or MXU box) – damaged or missing	\$150
Water Meter – Damaged or missing	\$60 plus cost of meter (\$132 for 5/8inch meter)
Water Activation – after seasonal or other temporary service shut-off	\$35 (During normal business hours) \$85-\$100 (Outside of normal business hours)
Water Activation – after service disconnection due to failure to pay	\$40 (During normal business hours) \$100 (Outside of normal business hours)
Payment received when personnel are on site for disconnection	\$25 (Fee in addition to overdue water bill)
Return Trip Fee (Failure to reschedule an appointment at least one hour ahead of time.)	\$30
Landlord Disconnect Notices	\$60 (additional fee when the disconnection is due to a landlord’s failure to pay)
Non-Sufficient Funds checks	\$12
All fees subject to change. Please visit <a href="http://www.KennebecWater.org">www.KennebecWater.org</a> for more information.	