

A Guide to Your Maine Water Bill

Maine Water rates are approved by Maine Public Utilities Commission (PUC).

1 WATER CHARGE

The charge includes a fixed amount that is billed each billing period based on the size of the meter as well as for any additional water usage. The Water Charge shows usage in units of gallons or cubic feet depending on the water meter. Water is billed per 100 cubic feet or 1,000 gallons whichever is applicable to your meter.

2 WATER INFRASTRUCTURE CHARGE (WISC):

WISC projects include replacement of aging water mains, valves, hydrants, storage tanks, treatment equipment, control systems and other assets that are needed to provide dependable water service. The cost of completed WISC projects are recovered through a surcharge on customer bills.

3 LINEBACKER® PROTECTION PROGRAMS

Your bill may also include a charge for Maine Water's optional Linebacker® Protection Program. Linebacker protection is available to residential customers to repair or replace the water service line (no greater than 1.5" in diameter) from the company owned curb valve up to and including the first hand valve before the meter. The fee is \$85 on an annual basis.

PAYMENT OPTIONS



MAIL A CHECK



ONLINE OR BY PHONE 24/7 with credit or debit card, checking account, Apple Pay®, Google Pay®, Venmo® and PayPal®



BY TEXT Call customer service or register online to enroll



BY CASH OR DEBIT CARD IN PERSON at select retail locations (complete list at MaineWater.com)

SAVE TIME AND PAPER by enrolling in e-billing or auto pay at MaineWater.com



WATER BILL

Account Summary

Amount of Last Bill:	\$157.92
Payments Received: Thank You	\$157.92
Balance Forward:	\$0.00
Late Payment Charge:	\$0.00
New Charges:	\$160.42
Total Amount Due:	\$160.42

Billing Detail

Current Charges:

1 Water Charge	\$129.68
2 Water Infrastructure Charge	\$9.49
3 Linebacker	\$21.25

Total Current Charges: \$160.42

Meter Reading Data

Billing Period:

Next billing

Meter	Reading	Type	Read
01	Current	Actual	1398
01	Previous	Actual	1373
Total Usage (100 CF)			25

Days of Service this Period: **94** *Readings are in 100 Cubic Feet (CF)
Average daily usage is: **199 gpd** 1 CF equals 7.48 gallons
Average daily cost is: **\$1.48** (Contingent on CF)

A late payment charge of 0.267% will be applied at the end of each month on any over due unpaid balance.

The Maine P.U.C. has implemented rules for water utilities to encourage a more timely and systematic replacement of aging infrastructure. The water infrastructure charge is reflected on this billing. Call customer service for more information at 1.800.287.1643.

QUESTIONS ABOUT YOUR BILL

If you have questions about your bill, please call a Customer Service representative at **1-800-287-1643**. More information can be found on the website at MaineWater.com.

