

Applicant Name: _____
Account #: _____ Service ID #: _____
Book #: _____ Page #: _____

New Account Fee: \$ _____
Usage Fee Minimum: \$ _____

TOTAL AMOUNT DUE: \$ _____

HAMPDEN WATER DISTRICT

P.O. Box 218

Hampden, ME 04444

Ph.: 207-862-3490

Fax: 207-862-3595

Email: info@hampdenwaterdistrict.org

Terms & Conditions, Rate Sheet: Provided _____ E-Mailed _____

Application Received: _____ Account Active Date: _____

TOP SECTION FOR OFFICE USE ONLY – RES COMM SPRKLR HYD

APPLICATION FOR WATER SERVICE

Applicant Name: _____ Date: _____

Co-Applicant Name: _____

Service Location: _____

Mailing Address: _____

Telephone No.: Home: _____ Cell: _____ Work: _____

E-mail Address: _____

Emergency Contact Name & Tel No.: _____

Applicant is: Residential _____ Commercial _____

Customer Status: Owner _____ Tenant _____

If tenant, provide Owner(s) name, _____

Owner address & telephone #: _____

Has Applicant or Co-Applicant previously had service with HWD: Yes _____ No _____

If yes, provide address: _____

Does anyone at the service location have a medical condition that requires life support equipment or that may require emergency restoration if water service is interrupted? Yes _____ No _____

If business is a tax-exempt entity, must have copy of tax-exempt certificate: Yes _____ No _____

Applicant and Co-Applicant (if applicable) agree to comply with all applicable rules and regulations of the Maine Public Utilities Commission and the Hampden Water District. Applicant and Co-Applicant further agree to be responsible for all payments for all services provided by the Hampden Water District until such time as Applicant properly notifies HWD that service is terminated. Office hours and location are 7:00 a.m. – 3:30 p.m., 140 Main Rd. North, Hampden, ME 04444. HAMPDEN WATER DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER.

APPLICANT SIGNATURE DATE

CO-APPLICANT SIGNATURE DATE

☐ By checking this box, I consent to receive notification text from "Hampden Water District." Message frequency varies. Reply Help for info, STOP to opt-out. Message and data rates may apply. Privacy policy: We will not share or sell your data to any third party for any purpose.



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YOUR RIGHTS AND RESPONSIBILITIES AS A HAMPDEN WATER DISTRICT CUSTOMER

The following is a summary of your rights and responsibilities according to standards set by the Maine Public Utilities Commission (MPUC). It describes our billing procedures, the minimum standards we must follow for service, and how to complain if you are not satisfied. The customer agrees to adhere to the HWD Terms and Conditions, these rights and responsibilities and to take water only for purposes stated in the application and at the established rates.

Our office is open between 7:00 a.m. – 12:00 p.m. and 12:30 p.m. – 3:30 p.m. Monday –Friday (excluding holidays). Limited emergency service is provided for nights, weekends, and holidays at the discretion of the district and at the customer's expense.

DEFINITIONS

The word "HWD" and "District" refers to the Hampden Water District.

The word "Commission" and "MPUC" refers to the Maine Public Utilities Commission.

The word "Customer" means any person, firm, corporation, or governmental division who has applied for and is granted service, or who is responsible for payment of the service.

APPLICATION OF SERVICE

You must sign an application for service before we accept you as a customer. You must sign up as soon as you are responsible for the service, and provide all necessary information. We charge \$25.00, payable at the time of application, each time you sign up for service. Your service may be disconnected if you fail to sign up for service.

The District may demand a deposit from any residential customer if it has proof, as defined in Chapter 660, that the customer is likely to be a credit risk or will damage the District's property. The interest rate on customer deposits shall be the rate set from time to time by the MPUC.

In signing for service, you agree to abide by the District's terms and conditions. You are also responsible for notifying us to terminate water service and for providing complete information for a final bill. In multi-unit buildings, tenants are allowed to sign for service only if there is a separate outside shut-off for each unit.

We require a minimum of two (2) business days to set a water meter, turn a service on, or terminate a water service, unless the service has been disconnected for non-payment. Termination of a water service may involve removal of the meter. These services are available during our normal hours of operation, and someone must be on the premises when we turn the water on or remove the meter.

BILLING

Minimum meter charges for annual metered service shall be billed quarterly in advance and water used in excess of the minimum will be billed in arrears. Customers are legally obligated to pay for the services they receive. Adjustments to water bills may be made as determined by Chapter 62 of the Maine Public Utilities Commission regulations regarding billing adjustments, and the District's Board of Trustees' Water Bill Abatement Policy.

The District will obtain an actual meter reading every billing period, unless; extreme weather conditions, emergencies, equipment failure, or other circumstances prevent an actual meter reading; or the utility must have access to the customer's premises to obtain a reading and the utility is unable to gain access after using reasonable efforts to obtain access.



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Public and private fire protection charges will be billed in advance each year on a quarterly basis. The District does reserve the right to render bills for fire protection yearly if it so desires.

PAYMENT

Bills may be paid by any District-approved payment method, including but not limited to, by mail or in person, and must be received at the office of the District or at any designated collection station. Failure of the Customer to receive his/her bill does not relieve him/her of the obligation of its payment nor for the consequences of non-payment.

By Mail:

Hampden Water District
PO Box 218
Hampden, ME 04444

In Person:

140 Main Rd. North
Hampden, ME
Monday - Friday
7:00 am – 12:00 pm
And
12:30 pm – 3:30 pm

Designated Collection Station:

- 1) Bring the payment section from your bill to any one of the 43 branches of **Bangor Savings Bank.**
- 2) Secure Payment Box –
140 Main Rd. North, Hampden

All credit and collection procedures for residential customers will be based upon Chapter 660 and 870 of the Maine Public Utilities Commission's Rules and Regulations. All procedures for nonresidential customers will be based upon Chapter 660 and 870 of the Maine Public Utilities Commission's Rules and Regulations.

Late Payment charges: The MPUC will set the interest rate to be assessed on an annual basis. The due date for payment in order to avoid the incurrence of late fees or the initiation of collection actions will be no less than 25 days after the bill is mailed or hand delivered. The late payment charge for overdue bills will be no more than the maximum amount allowed under Chapter 870 of the Commission's Rules and Regulations.

Charges for returned checks: As provided in Chapter 870 of the Commission's Rules, the District may charge the greater of **\$5.00** per account to which the check is applied or the amount the bank charges the District, not to exceed **\$15.00** for each check returned for non-payment by a bank. If the District charges more than **\$5.00**, the District shall furnish the customer with proof of the bank charge.

Payment Agreements: Payment agreements will be negotiated in accordance with MPUC requirements and the District's payment agreement policy. The District does not accept any written conditions stated on a check or other paper. We will send you a written copy of the payment arrangement. If you do not make payments according to that agreement, we can send you a disconnection notice that gives you three (3) business days to pay the full overdue amount. We are not required to make a second agreement, but we will address every situation individually. All procedures for nonresidential customers will be based upon Chapter 660 and 870 of the Maine Public Utilities Commission's Rules and Regulations.

Abatement Policy: The HWD abatement Policy states HWD will attempt to notify the customer of abnormally high consumption, and will provide reasonable assistance to determine the cause. In the event of a high meter reading, the District will remove and test the water meter to confirm the high water consumption and to validate the accuracy of the meter. The customer will be given the option of witnessing the testing of the meter. If it is determined that the meter is reading accurately and the District did not contribute to the high consumption, the customer will be required to pay for the water delivered through the meter as recorded by the meter prior to its removal for the test. If requested by the Customer, the District will attempt to develop a payment plan agreeable to the Customer and the District, which will allow the abnormally high portion of the water bill to be paid over time. The customer will be expected to pay that portion of the bill which is consistent with their normal consumption pattern by the due date specified on the bill. This policy is in effect up to \$1,500.00 per quarterly billing period. All other amounts will be dealt with on a case by case basis by the Board of Trustees.



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Meter Testing: The District will test its water meters according to the schedule and standards in Chapter 62 of the Commission's Rules and Regulations. Upon Customer request, the District will test the Customer's water meter in the presence of the Customer or representative, at no charge unless the Customer requests more than one test in an 18 month period. If the Customer requests a test more frequently, the District may require the Customer to pay a deposit of **\$78.00** plus materials and or meter invoice for a meter that is 1" or smaller and **\$300.00** for a meter larger than 1" to cover the cost of the test. If a meter tested at the Customer's request does not conform to standards, the Customer's deposit will be refunded and the District will adjust the Customer's bill according to the provisions of Chapter 62. If the meter conforms to standards, the District may keep the Customer's deposit and continue to use the meter at the Customer's premises.

Financial Assistance: For information regarding sources of financial assistance, please call 2-1-1 or log on to their website at <http://www.211maine.org>; or contact the Department of Health and Human Services at (207) 287-3707; or Town of Hampden General Assistance at (207) 862-3034, or local Community Action Agencies.

Disconnection of Rental or Leased Property: Before disconnecting a leased or rented residential property, the District shall; comply with the notice requirements contained in Chapter 660 of the Commission's Rules and Regulations; apply any existing deposit to the current account balance; and assess against the landlord, a collection fee of \$35.00 in addition to any applicable reconnection fee set forth in Section 7 of these Terms and Conditions.

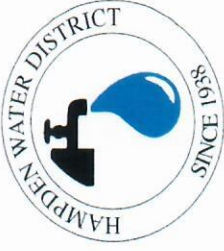
RESTORATION/RECONNECTION OF SERVICE

The District will charge a fee to restore service at the Customer's premises, if service was disconnected for any reason allowable under Chapter 660 of the Commission's Rules and Regulations, including but not limited to the request of the Customer. The charge is **\$87.00** for each reconnection of service made during the normal business hours of 7:00 a.m. to 3:30 p.m., Monday through Friday. During holidays and other than normal business hours, the charge will be **\$72.00** per hour with a minimum two (2) hour charge of **\$144.00**. If your water service is disconnected for non-payment, we can require a deposit that shall not exceed a reasonably estimated bill for two (2) average billing periods.

DISPUTE

In the case of any disagreement or dispute regarding the application or any provision of these terms or in circumstances where the application of these terms appears unjust, either party may refer the matter to the Public Utilities Commission for settlement. If you dispute the disconnection notice, your water bill or your payment arrangement, please call The Hampden Water District at (207) 862-3490 prior to the disconnection date. If we cannot resolve this matter, you have the right to submit the dispute to the Consumer Assistance Division, Maine Public Utilities Commission (MPUC), by phone: (207) 287-3831 or 1-800-452-4699; by mail: 18 State House Station, Augusta, ME 04333-0018; in person: 101 Second St., Hallowell, ME 04347; or by e-mail: www.maine.gov/mpuc/consumer/complaint/compform.html. The Commission may grant exceptions to the provisions of these terms for good cause.

HAMPDEN WATER DISTRICT



Rate Schedule Effective As Of:

July 1, 2018

Minimum Usage

Quarterly

Size of Meter	Cubic		Charge
	Footage Allowance	Footage	
5/8"	900		\$99.90
3/4"	1,500		\$138.49
1"	3,000		\$234.95
1 1/2"	6,000		\$427.90
2"	9,000		\$620.84
3"	18,000		\$678.62
4"	30,000		\$755.66
6"	60,000		\$948.26

Monthly

Size of Meter	Cubic		Charge
	Footage Allowance	Footage	
5/8"	300		\$33.30
3/4"	500		\$46.16
1"	1000		\$78.32
1 1/2"	2000		\$142.63
2"	3000		\$206.95
3"	6000		\$226.21
4"	10000		\$251.89
6"	20000		\$316.09

***Cost per 100 cubic feet above minimum allowance is \$6.42

Bills are mailed out on the first of the following months:

January April July October

Payment Arrangements Are Available

Please contact our office during business hours to set up a payment arrangement.

Concerned about your water usage, try some of these tips to help reduce your water usage and your next water bill.

- ✦ Shortening your shower will save up to 5 gallons per minute. (5 minutes shorter per day could save \$16.16 per quarter)
- ✦ Check to see if your toilet may be leaking. (A leaky toilet could leak 200 gallons per day, costing \$125.89 per quarter.)
- ✦ Collect rain water to water your plants and flowers. (Using 20 gallons of rain water per day could save \$ 12.61 per quarter)
- ✦ Shut the water off while brushing your teeth saves as much as 10 gallons per brushing (saving as much as \$12.61 per quarter.)