



LISBON WATER DEPARTMENT

639 Lisbon Road

Lisbon Falls, Maine 04252

Tel. (207) 353-3020

Arthur McLean, Chair, Marie Hale, and Allen Ward, Commissioners
General Manager, Chuck Harrison

CUSTOMER RIGHTS AND RESPONSIBILITIES

KEEP THIS INFORMATION FOR FUTURE USE

This information was prepared in accordance to the standards set by the Maine Public Utilities Commission (MPUC). It describes our billing procedures, the minimum standards, and how to file a complaint. It is to be used in conjunction with our Terms & Conditions approved by the MPUC.

Our Normal Business Office hours are 8:00 am-4:00 pm Monday through Friday excluding holidays. Limited emergency service is available after hours on nights, weekends, and holidays at the discretion of the Water Operator on duty. After hours fees are due in full when services are rendered, unless pre-approved by the Business Manager or General Manager. In approved cases, those fees will be added to the customer's next bill.

Application Process:

To become a Lisbon Water Department Customer, you must complete our application, provide proof of identity, and pay all required fees. You may have to provide proof of ownership at the time of application unless otherwise approved. Please see the "Fee Schedule" under "Billing Procedures".

When you apply for service, we will check to see if you have had service with us before and the status of that account. If you have an overdue outstanding balance, you must either pay it in full immediately or request a payment arrangement. If you dispute the overdue outstanding balance, please refer to the "Complaints" section of this document.

Deposits:

If deemed necessary, the Water Department can require a deposit at any time you are a customer based on the criteria outlined by the MPUC. You will be notified of the amount and reason within 3 business days of the end of the application investigation process. If a deposit is taken, the funds will be deposited in a separate interest-bearing account according to the provisions of Chapter 870 of the Rules of the MPUC. The funds can only be applied to your account for unpaid water charges or returned with accrued interest within one year from the date the deposit was taken as long as you are in good standing. The amount of a deposit will not exceed the single largest quarterly bill within the previous 12-month period at that location. In lieu of paying a deposit, a customer may opt to provide an approved written guarantee in accordance with the MPUC Rules within 3 business days of application of service. If the guarantee is not acceptable or is not received by the Water Department by the appointed date, then the request for service may be delayed or denied.

Billing Procedures:

Water usage bills are generated quarterly, monthly, or daily, from usage based on meter readings at each location. The normal billing period is quarterly except for industrial users. Currently we utilize,

as a cost savings, a joint bill with the Sewer Department. Your water charges will appear on a joint bill with the sewer charges if you have public sewer. The most common water meter is a residential 5/8" meter that is billed quarterly at a minimum of \$65.00 for 0-500cf of water used. Usage over 500cf is billed at \$3.42/100cf. Other rates are available upon request or can be viewed online at the Lisbon Water Department website listed above. We do not have the ability at this time to read a meter or disconnect service remotely. Most meters can be read using an outside reader pad, however, if the reader is inaccessible or the meter is showing a malfunction, we will attempt to fix the issue that day or we will contact you to schedule an appointment for access to the meter at the location. If we are not able to acquire the reading within a couple days, then we will estimate your water usage based on the last two years for the same billing quarter, or the Water Department's minimum of \$65.00, whichever is greater. For certain circumstances, a third party may receive copies of bills and/or notices at the customer's request. Also, at your request we can provide usage and payment history within a reasonable amount of time. For questions on the water portion of your bill, please contact the Water Department office at the numbers listed above. For questions on the sewer portion of your bill, please contact the Sewer Department office at 207-353-3000.

Fee Schedule

Description	Amount
Collection Fee	\$33.00
NSF Fee odd amount	Varies
NSF Fee normal	\$10.00
Reconnection Fee	\$78.00
Normal Business Hours	
Reconnection Fee	\$200.00
After Normal Business Hours	
Account Maintenance Fee	\$25.00
Tenant f/r fee	
New Owner fee w/o s/o	
Establishment Fee	\$78.00
if we have to t/o water	

Payments:

You can pay your bill in person, mail your payment, or put your payment in a drop box at one of the locations listed below or online at: <https://epayment.informe.org/payportonline/welcome> and choose Town of Lisbon Water as the Utility.

We accept cash (see below), checks, money orders, or bank checks.

Payment Locations:

To receive a receipt, please visit one of the locations below during normal business hours.

The Lisbon Water Dept	The Lisbon Town Office, Customer Service Counter
639 Lisbon St	300 Lisbon St
Lisbon Falls, ME 04252	Lisbon, ME 04252
Mon thru Fri 8:30am-4pm	Mon-Fri 8:30am-4:30pm

Both locations have a locked drop box to accept checks, money orders, and bank checks if you can't do business during our normal business hours. Please use separate checks if you are paying both water and sewer. Water bills are due by due date on your bill. The bill is considered past due 25 days from the mailing date.

Payment Arrangements:

If you are unable to pay your account in full, we will continue your service, provided that you contact

us requesting a payment arrangement. We usually require a reasonable portion paid up front to begin an arrangement and then the remainder will be paid in installment payments agreed upon by both the customer and the Water Department. We will consider your ability to pay, your previous payment history, and the reason the bill is unpaid. We will put the arrangement in writing and give you a copy or mail you a copy within 3 business days. If we cannot agree on arrangements, then you have the right to contact the MPUC. See the "Complaints" section for contact information for the MPUC. If you are unable to pay anything, then we urge you to contact General Assistance by dialing 211.

Disconnection of Water Service:

We have the right to disconnect your water service with a **14 calendar day** notice if you:

- Fail to pay your bill or contact us for a payment arrangement
- Refuse access to the meter at your location
- Tamper with Water Dept property
- Fail to comply with a decision of the MPUC or its Consumer Assistance Division

We have the right to disconnect your water service with a **3 business day** notice if you:

- Fail to pay a payment arrangement installment
- Do not complete or fail the application process for service
- Have an insufficient funds check returned to us
- Fail to pay a deposit or make arrangements to pay a deposit or provide someone who is willing to guarantee payment of the water bill.

We have the right to disconnect your water service with **NO** notice if you:

- Have unauthorized use or theft of water
- Have a dangerous condition to the Water Utility

If you have a **Medical Emergency**, we will postpone the disconnection of your water for 30 days if you:

- Get a medical professional to confirm the need for water to prevent a physical detriment to you or someone that you are responsible for **AND**
 - o You or the medical professional provides us with written confirmation within 3 business days of the reason, and how long the **EMERGENCY** will last
- Because this does NOT cancel your bill, you must make a payment arrangement and/or consult general assistance by calling **211**.

If you are a **Tenant** and the landlord wants to end his service or does not pay his bill, you have the right to apply for water service and assume responsibility for the water charges at this location for future water service. You do not have to pay the landlord's unpaid bill to obtain service.

Reconnection of Water Service:

If your water service was disconnected at your request then you will have to do the following before your water service will be re-connected:

- Your water service must comply with Water Dept requirements including but not limited to a visual inspection by a Water Dept employee to confirm that you:
 - o Have no leaks prior to the meter.
 - o Have an approved and functional back flow prevention device installed.
 - o Have a working shut off inside the location prior to the meter.
 - o Have no connections of any type prior to the meter or backflow device.
- Pay a reconnection fee as required. See "Fee Schedule" for possible charges.
- Pay for all non-basic service charges in full or have prior approval by the Business Manager.

If your water service was disconnected for non-payment you will have to do the following before your water service will be reconnected:

- Pay a reconnection fee as required. See "Fee Schedule" for appropriate amount.

- Pay in full the outstanding balance or
- Establish an agreeable payment arrangement
- You or an agent must meet us at the service location for the reconnection to make sure there is no running water or leaks unattended.

If your water service was disconnected for any other reason, please refer to your disconnect notice on how to re-establish service, or call the office to speak with the appropriate party to resolve the issue.

Fixtures:

Each location is provided a meter and a curb stop to monitor and control the water service. Although these items are the property of the Water Department, it is your responsibility to monitor and protect these items from damage and to contact us with any concerns. It is at the General Manager's discretion if you will be charged for any repairs. If it is determined that you were negligent you will be charged the labor rate of \$78/man hour, plus the cost of materials and equipment needed to complete the repair.

Complaints:

If you have questions or a complaint, please contact us first so that we have a chance to resolve the issue. If you disagree with our answer or resolution, then you have a right to appeal to the Consumer Assistance Division (CAD) of the Maine Public Utilities Commission located at 101 Second St, Hallowell, ME 04347.

You can:

- Call them at 207-287-3831 or 1-800-452-4699 or
- Submit your concern in writing to them at:
 - o Maine Public Utilities Commission
 - o Consumer Assistance Division
 - o 101 Second St
 - o Hallowell, ME 04347
- E-mail them at: maine.puc@maine.gov
- Or go to their web site: <http://www.state.me.us//mpuc/CAD/compform.htm>

Notice of Repairs:

We will do our best to provide you with uninterrupted water service, but from time to time there are emergency repairs as well as maintenance that will have to be done. Unless, there is an emergency situation such as a main break we will give you at least 24 hours notice of any water interruption. The notice will be left on or in your door with the estimated time of shut-off and what locations will be affected. Please take precautions to protect your plumbing from low or high pressure and dirty water. Some suggestions would be to shut- off your water in the house and/or not to use any water during the time of the work. After the work is complete, please check your water **FIRST** through an outside faucet or a faucet that does not have a screen in it to make sure it is clean. If it is not clean yet you might try to run the water for a few minutes to see if it clears. If this does not work then you should contact the Water Department.

If for some reason the water will not be safe for consumption, you will receive directions on what to do and not to do. Please contact the office if you have any questions!

It is our constant goal to provide you with great customer service while maintaining a safe and dependable supply of drinking water!