

## FREQUENTLY ASKED QUESTIONS

1) *Where does the District's water come from?*

The District's water is pumped from an underground aquifer 3 ½ miles north of town via 2 separate wells. Each well produces approximately 750 gallons per minute separately and 75 hp motors push the treated water to a 1,000,000 gallon reservoir located on Bailey Hill. The water is gravity fed throughout the town via 20.7 miles of ductile iron water mains of varying sizes.

2) *How do I know if my water is safe to drink?*

A copy of our annual Consumer Confidence Report is available on our website. All violations of the Maine State Drinking Water Programs Regulations will be listed in the CCR. The Baileyville Utilities District has an exemplary record of producing excellent potable water for many years.

3) *How much does water cost the residents of Baileyville?*

Most residential homes use a 5/8" water meter. The minimum quarterly charge is \$92.69 for the first 10,000 gallons (1337 cubic feet) of water. There is 7.48 gallons in each cubic foot of water. Each gallon costs \$.009. The water rates for the various sized meters is listed in the Terms and Conditions section of this web site.

4) *When should I have the water meter replaced?*

If you suspect the water meter is reading incorrectly or is leaking, please call the District and a representative will set a date and time to test or replace the meter in your home. If it is found to be inaccurate or if it is of brass material, the District will change the meter free of charge, usually the day of the testing.

5) *Why am I required to pay for water caused by a leak in my house if I did not purposely use the water?*

The water rates we have in place are designed to sustain our infrastructure based on metered consumption. The water lost due to a leak in a home still costs the District money to get it there regardless if it is not purposely used by the homeowner. If the water does not enter the sewer system, we may be able to adjust the sewer bill but the water usage must be paid by the homeowner. Please refer to the Terms and Conditions section for water bill abatement protocol. Contact the Baileyville Town office for sewer bill abatement.

6) *If I am a seasonal resident or leaving on vacation, does it save money to have the water service turned off when I am not there?*

That depends on how long you plan to have the water turned off. It costs \$92.69 for 3 months to leave the water service on. It does not cost anything to have the water turned off but it does cost \$43.00 to have water service restored during normal hours and \$60.00 after normal

hours. So, if you are going to have the water shut off for at least 2 months during a quarter, it will be worth it because you will pay 1 month's usage at \$30.90 plus the \$43.00 reconnection fee for a total of \$73.90 which equals a savings of \$18.79. If water service is off for less than 2 months it will not be a savings. Residents should keep in mind that leaving the water service on while away can be expensive in the event of a broken water pipe. We encourage homeowners to have someone check on their homes daily if going away for lengthy periods of time.

7) *If I have questions or concerns about my water bill, water consumption abatement or want to file a complaint, who do I contact?*

Any questions, concerns or complaints should be directed at the District Superintendent first and foremost, either in person, by email or phone. The Supt. will then attempt to resolve the issue(s) to the satisfaction of all parties involved. In the unlikely event the issue at hand cannot be resolved, a written complaint must be submitted to the Supt. which will then be submitted to the next interested party in the line of progression. Questions, concerns or complaints should not be directed at District Trustees, engineering firms, or contractors initially.

8) *I have noticed reduced water pressure in my house. What is causing it?*

One cause of reduced pressure in your home is plugged screens in the fixtures. The first thing you should do is remove the screens and make sure there is no loose material trapped in them. Another cause of reduced pressure is a faulty or plugged back flow preventer which can be taken apart and cleaned also.

9) *Why does my water smell like chlorine and how can I get rid of the smell?*

We use sodium hypochlorite to disinfect the water to ensure it is safe for consumption. If you notice a chlorine smell in the water, we recommend filling a container with water and store it in the fridge overnight to allow the chlorine to dissipate out of the water.

10) *What is the metal pipe that protrudes from the ground in my yard?*

Each property that receives water from the District has a shutoff located near the property line that says "water" on it. It is designed to move up and down as the frost moves the ground. Frequently, it does not settle back down with the ground after the Spring thaw. If you notice this on your property, please call the District and a representative will come and lower the shutoff at no charge.

11) *What is the process of putting a water account in my name?*

You must contact a District representative in person, by email or phone and complete the appropriate forms.

12) *How does lead get in my water?*

The lead in our drinking water is very low. The most current test results were well below detection limits. If a water sample from your home showed lead levels, that lead most likely

came from the plumbing within your home. Some solder used to weld copper pipes and some older type fixtures may contain lead as well. The District does not have any lead service lines in the distribution system.

*13) Who is responsible for fixing a leaking water meter or water shutoff in my home?*

The District will repair or replace any faulty water meter at no cost to the homeowner. All plumbing repairs such as broken pipes, leaking valves or joints leading up to and leaving the water meter within the home must be repaired at the home owners expense.

*14) What if I fall behind on my water bill and can't pay the entire amount due all at once?*

Representatives of the District understand that people go through difficult times occasionally and will do everything within their power to not interrupt your water service. However, you must make an attempt to set up an affordable payment plan with the District and continue to make payments on time as agreed to.