

YOUR RIGHTS AND RESPONSIBILITIES
AS A RESIDENTIAL CUSTOMER
OF THE DOVER & FOXCROFT WATER DISTRICT

APPLICATION FOR SERVICE

No discrimination Allowed

When you apply for service, we will treat you fairly. You may be required to complete an application form or answer some important questions before we accept you as a customer.

No matter what country you come from, what sex or race you are, whether you are single or married, young or old, we will either agree to provide the service you ask for or deny it within one (1) work day after you ask for the service.

If we deny service, we will send you the reasons in writing and tell you what you can do about it.

Cost of Service

When you apply for service, we will tell you about the basic minimum service costs; about one-time costs, such as installation fees; and how much they cost.

If you have any questions about the cost of your service or the difference between the basic service and optional services, call us at our District office at 564-2310.

Our rates must be approved by the Maine Public Utilities Commission. We cannot change these rates without the approval of the MPUC. You have the right to review and comment on our proposed rates before the MPUC approves or disapproves any changes.

Old Unpaid Bills

When you apply for service, we will check to see if you have had service with us before. If you have an unpaid bill, we will ask you to pay it or make a payment arrangement. We can require you to pay bills that are up to six (6) years old. If you dispute the old bill or you are unable to agree with us about a reasonable payment plan, see the "Complaint" section of this Booklet. (See page 9)

Attention Landlord's: State Law Title 35, MRSA; section 6111-A states the water district is able to lien your property for any unpaid water usage bills, whether it was billed to you as owner or to your tenant at your property. You may want to check with us to make sure the account is paid in full before returning security deposits.

DEPOSITS

We can ask for a deposit only if there is some proof that you will be a credit risk, that is, that you may not pay your future bills. In most cases, "proof that you will be a credit risk" is shown if you have an unpaid bill when you apply for service or you have been disconnected for nonpayment, unauthorized use or theft of services. These are not all the situations in which we can require a deposit. You have the right to show us evidence that you can and will pay your future bills and avoid a deposit request.

Previous Bills

If you ask for it, we will give you a record of your usage going back a maximum of thirteen (13) months.

Third-party Notice of Bills and Notices

Let us know if you want another person to get a copy of any bill or disconnection notice we send you. We will send a copy to the person you designate, but you are still responsible for payment. This service may be especially important for our elderly, disabled and handicapped customers.

Meters

*Meter repair and replacement by ordinary wear will be paid for by the water district. It is the customers responsibility to maintain the plumbing and fixtures within his/her own premises and to protect them from freeze ups. **Repairs for damage caused by freezing, hot water or by other causes within your control may be charged to you, the customer, including the cost of removing and replacing the damaged meter.***

We test your meter regularly to make sure it is operating correctly. The Maine Public Utilities Commission establishes the schedule of required meter tests and the accuracy standards that a meter must meet. If you want your meter tested for accuracy, we will do so at no extra cost to you. If you ask more often than once every 18 months, we will charge you a reasonable fee for this test. You have the right to be present when the meter is tested, but you have to make an appointment. (Maine Public Utilities Commission Rules, Chapter 62, Sec 3, ss F & G)

You can check the accuracy of your bill and monitor your own usage by reading the meter yourself. Call and ask us for information on how to read your meter.

Payments

If you mail your payment to us, your bill is considered paid on the day we receive it. If you pay at our office, your bill is considered paid on the day you make the payment. If you make a partial payment, we will apply it to the oldest balance due.

We accept payment by cash, check or money order. When a check is dishonored a charge may be made to the account of any customer whose check is returned by the bank for reason of non-payment. The utility will, upon request, furnish the customer with proof of any bank charges in excess of \$5.00. If you have more than 2 dishonored checks, we may send you a notice that will require future payments in cash or certified check only.

You should pay your bill as soon as you can. If you pay after thirty days from the billing date, there will be interest added at the current rate to your unpaid balance as a late fee. (Our current rate can be found on page 9 of this booklet.)

We are not allowed to disconnect for:

- *Non-basic service charges, such as for merchandise or services not regulated by the Maine Public Utilities Commission.*
- *An old bill that was not properly transferred to your account when you applied for service.*
- *Estimated usage. But we can disconnect for this if you have refused to allow us to read a meter or you have refused to provide an actual reading on our form.*
- *We will not disconnect if you or a doctor notify us of a medical emergency. (See page 8 of this booklet)*
- *If you are a tenant and if your landlord asks us to disconnect or if your landlord does not pay the bill, we will issue you a notice and opportunity to put service in your own name. You do not have to pay the landlord's unpaid bill.*

Disconnection Notice

In most cases, we will notify you in writing at least 14 days before a stated disconnection date. But we can give you only three (3) working days notice if you've broken a payment plan, failed to pay a deposit, paid with a bad check or received service without applying to become a customer. We can disconnect without notice only if there is unauthorized use (meter tampering) or a dangerous condition.

A notice is good for ten (10) business days after the disconnection date stated on it. The ten (10) days may be extended if you refuse to give us access to the meter or other device to turn off service.

The disconnection notice will tell you what to do to avoid disconnection and how you can dispute your bill or the disconnection itself.

We will not disconnect service on a Friday, a weekend, legal holiday, the day before a holiday or on any day our office is not open for business.

When you want service disconnected

You must give us at least seven days notice when you want to disconnect your service. We can bill you for service until you give the required notice or we disconnect, whichever is first.

COMPLAINTS

If you have any questions or complaints, call us. We will have at least one employee available during business hours to answer your questions, set up payment plans and resolve disputes. (However this does not include utilities with fewer than five (5) full time employees or fewer than 300 customers.) We will investigate your complaint and try to resolve it.

If you disagree with our answer, you have a right to appeal to the Consumer Assistance Division (CAD) of the Maine Public Utilities Commission, State House Station 18, Augusta, Maine 04333. You can call the CAD toll free 1-800-452-4699. Before you call or write the Commission you must give us a chance to respond to your complaint.

We cannot disconnect you for a disputed amount, but you do have to pay the portion of the bill that is not in dispute. If you contact us before the service is disconnected and we cannot agree on a payment plan or other requirement to stop disconnection, you can appeal to the MPUC as described above.

WATER UTILITY INFORMATION

*Dover and Foxcroft Water District
48 Morton Ave., Suite B
Dover-Foxcroft ME 04426*

*Telephone: 207-564-2310 Fax: 207-564-3175
Interruption of Service Telephone: 207-564-2310
Business Hours: 7:30 a.m. to 4:00 p.m.*

Monday through Friday

(Please use gym entrance on Tuesdays as Town Office is closed that day)

Billing Schedule: Quarterly

Returned Check Policy: Minimum of \$5.00 or amount the bank charged

Late Payment Fee: .892% per month

Collection trip fee \$10.00

Establishment of Service: \$10.00

Reconnection Charges: During Business Hours \$35.00

Reconnection Charges: After Business Hours \$35.00 per hour w/min.charge of \$70.00

Answering Machine after Hours for information on Reporting Emergency Situations

Dover and Foxcroft Water District
Dover Foxcroft, Maine

Sheet #1
First Revision

SCHEDULE OF METERED RATES

Quarterly Billing

First 1200 cubic feet or less	83.42
Next 23,800 cubic feet per quarter	3.26 per 100 cu. ft.
Next 75,000 cubic feet per quarter	2.92 per 100 cu. ft.
All in excess of 100,000 cubic feet	1.84 per 100 cu. ft.

Monthly Billing

First 400 Cubic Feet or less	27.81
Next 7,900 cubic feet per month	3.26 per 100 cu. ft.
Next 25,000 cubic feet per month	2.92 per 100 cu. ft.
All in excess of 33,300 cubic feet	1.84 per 100 cu. ft.

Minimum Charge

SIZE OF METER	Quarterly		Monthly	
	Allowance	Charge	Allowance	Charge
5/8"	1,200	83.42	400	27.81
3/4"	1,800	102.99	600	34.33
1"	3,000	142.17	1,000	47.39
1-1/2"	6,000	240.09	2,000	80.03
2"	9,000	338.02	3,000	112.67
3"	18,000	631.80	6,000	210.60
4"	30,000	1,006.87	10,000	335.62
6"	60,000	1,886.39	20,000	628.80

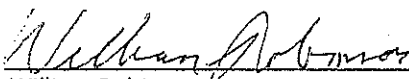
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Terms of Payment

The minimum charge for different sizes of meters will be billed monthly or quarterly in accordance with the District's billing procedure. Minimum charges, as well as excess used over the minimum charge allowance are billed.

Charges under these rates will be subject to the Maine Sales Tax where applicable and are due and payable when issued. Unpaid balances of accounts thirty (30) days or more past due will be charged interest at the rate set annually by the Public Utilities Commission of the State of Maine.

Issued: August 13, 2009
 Proposed Effective: January 1, 2010
 Effective: **JAN 01 2010**
 Docket No. 2009- 267


 William Robinson
 Chairman
 Dover and Foxcroft Water District

DOCKET NO. 09 - 267

ALLOWED TO GO INTO EFFECT BY THE DIRECTOR OF
 TECHNICAL ANALYSIS THROUGH DELEGATED AUTHORITY
 PURSUANT TO 35-A M.R.S.A. § 107, SUB-§ 4

**EFFECTIVE BY
 OPERATION OF LAW**