



Dear Neighbor:

Welcome to the Kennebec Water District! Our staff takes great pride in reliably providing safe drinking water to your home and/or business every day. Information about our water quality and our water source can be found at www.KennebecWater.org.

The Kennebec Water District is governed by a 10-member Board of Trustees. Trustees are elected by voters in our district's five municipalities: Waterville, Winslow, Fairfield, Vassalboro, and Benton. Trustee meetings are open to the public and are typically held on the first and third Thursdays of each month at 7:30 am at 131 Drummond Avenue in Waterville.

You will receive a water bill four times per year. You may pay your bill through any of these options **free** of charge:

- online using our customer portal at www.KennebecWater.org (electronic check, Visa, MasterCard, and Discover accepted)
 - [autopay and paperless billing are available through the portal](#)
- [by mail to Kennebec Water District, 131 Drummond Ave, Waterville, ME 04901](#)
- [by calling our office at \(207\) 872-2763 \(electronic Check, Visa, MasterCard, and Discover accepted\)](#)
- [in person at our office, 131 Drummond Avenue in Waterville](#)

On the back of this page, you will find a brief explanation of the information found on the bills of most residential customers. Complete rate information as well as our terms and conditions of service can be found at www.KennebecWater.org. Please contact us if you have any questions.

Yours for safe drinking water,


Roger Crouse,
General Manager

Quarterly Water Bill Explanation
Rates effective as of January 1, 2025*

Water Charge

Fee	Explanation
\$83.67 minimum charge for 5/8-inch meter (minimum charge increases with increasing size of meter)	The minimum fee includes 300 cubic feet of water (2,244 gallons). An additional fee of \$2.12 will be charged for each 100 cubic feet (748 gallons) used.

Other Charges**

Service/Item	Fees
Water Meter – Damaged or missing	\$60 labor plus cost of meter
Meter Transmitting Unit (MXU or MXU box) – damaged or missing	\$182
Touch pad – damaged or missing	\$8
Temporary Shut-off	\$20 (during normal business hours) \$80-\$100 (after hours and holidays)
Water Activation –after temporary service shut-off	\$40 (during normal business hours) \$80-\$100 (after hours and holidays)
Combination Off/On within one appointment	\$50 (during normal business hours) \$100-\$150 (after hours and holidays)
Water Activation – after service disconnection due to failure to pay	\$50 (during normal business hours) \$100-\$150 (after hours and holidays)
Payment received when personnel are on site for disconnection	\$25 (fee in addition to overdue water bill)
After hours Service Request request	\$80 (after hours and holidays)
Service Request and Return Trip Fee (Failure to reschedule an appointment at least one hour ahead of time.)	\$40
Landlord Disconnect Notices	\$50 (notice fee when single unit landlord fails to pay on time) \$100 (notice fee when multi-unit landlord fails to pay on time)
Non-Sufficient Funds checks	Up to \$15
*All fees subject to change. Please visit www.KennebecWater.org for more information. **Not a complete list. Additional fees may apply. After hours is 3pm to 7:30am. See Terms and Conditions for details.	