



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 customer 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

September 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 (Not a Complete List)

Service/Item	Fees
Water Meter – Damaged or missing	\$66 labor <u>plus</u> cost of meter
Meter Transmitting Unit (MXU or MXU box) – damaged or missing	\$198
Touch pad – damaged or missing	\$9
Temporary Shut-off	\$66 (during normal business hours) \$180 (after hours)
Water Activation –after temporary service shut-off <u>or</u> after service disconnection due to failure to pay	\$66 (during normal business hours) \$180 (after hours)
Payment received when personnel are on site for disconnection	\$33 (fee in addition to overdue water bill)
After Hours Service Request	\$180 (after hours)
Service Request and Return Trip Fee (failure to reschedule an appointment at least one hour ahead of time)	\$33
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

Notes:

1. All fees subject to change and additional fees may apply.
2. Please visit www.kennebecwater.org for more information including complete Terms and Conditions.
3. After hours includes:
 - a. Weekdays after 3pm and before 7am
 - b. Weekends after 3pm on Friday and before 7am the following Monday.
 - c. Holidays are observed according to the published State of Maine government holidays. Holidays are considered after hours.