KWD
Kennebec Water District
SINCE 1899

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, 2026*

Water Charge

Fee	Explanation
$90.36 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 $2.29 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 Combination Off/On within one appointment	$40 (during normal business hours) $80-$100 (after hours and holidays) $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.	