



Auburn Water & Sewerage Districts

Terms & Conditions

268 Court St
Auburn, ME 04210

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Hours of Operation:
Monday – Friday
7:30AM to 3:30PM

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These Terms and Conditions established by the Auburn Water District (the District) and filed with the Maine Public Utilities Commission (MPUC) constitute a contract between the customer and the District, and the customer will be considered to express their consent to be bound thereby, and to take water only for purposes stated in the application and at the established rates. Any failure to comply with these rules and regulations, or requirements referenced herein, may be cause of refusal or discontinuation of service.

All District residential, commercial, industrial, and governmental procedures in these Terms and Conditions will conform to and be based upon Chapters 620, 65, 660, and 870 of MPUC's Rules and Regulations.

The above-referenced regulations establish the minimum standards for the provision of service and the administration of credit and collection programs by water utilities. They also govern the granting and denying of service, credit and deposit practices, billing, disconnection, and customer complaint procedures.

The following Terms and Conditions are supplemental provisions to MPUC Chapters 660 and 870. These are intended to augment and clarify certain provisions of the applicable Chapters, but in no way void any provisions of the reference Chapters, nor any other applicable requirement of the Maine Public Utilities Commission.

For areas not specifically addressed by this document or by reference, the Maine State Plumbing Code is considered the minimum requirement. The District is further governed by additional regulations of the Maine Public Utilities Commission, and by "Rules Related to Drinking Water" (10-144, CMR Chapter 231) administered by the Maine Dept. of Health and Human Services, Division of Environmental and Community Health, Drinking Water Program.

Section 1: Definitions

The term "District" refers to the Auburn Water District.

The word "customer" shall be taken to mean any person, firm, corporation, government or governmental division which has applied for and is granted service and is responsible for payment of the service.

The words "main" or "water main" means a water pipe owned, operated, and maintained by the District, which is used to transmit or distribute water but is not a water service pipe.

The words "service pipe" means the pipe running from the main to the premises of a single customer's establishment.

The term "MPUC" refers to the Maine Public Utilities Commission.

A "private line" is defined in MPUC Chapter 620. Private lines are installed, owned and maintained at the expense and risk of persons other than the District. The District does not permit more than one connection on a private line.

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“Regular business hours” are defined as hours during which the District’s business office at 268 Court Street is open to the public to transact business. These hours are 7:30AM to 3:30PM Monday through Friday (excluding holidays).

Per District policy, after-hours are defined as 3:30PM to 7:30AM Monday through Friday, all hours on weekends and holidays. All after-hour calls are subject to a two-hour minimum charge-out, with an additional hourly rate based on billable time spent on site.

Section 2: Establishment of Services

2.1 Application for New Service

Applications for service are to be made at the office of the District, at 268 Court Street, Auburn, on forms which will be provided by the District. In addition, applications are available on our website and may be submitted electronically, not being reviewed until payment has been received. An application for service may be made by either the owner or occupant of the establishment to be served. If seasonal rental property, only the owner may be an applicant for service.

The applicant will pay the District an Application for New Water Service Fee (see Table 1) prior to the service being activated. If the rendering of service requires a new service connection, or other work on the owner's premise, the owner must authorize the water utility to enter the premises to perform the necessary work. In addition, the District will require the customer to provide any deposit, for the full estimated amount, two weeks prior to the District scheduling or performing any work.

Tenants may apply for customer status if the landlord provides unrestricted access to a separate shut-off valve for each unit, or as provided in Chapter 660.

2.2 Pre-Existing Service

An inquiry about a preexisting service is to be made by either the owner(s) or the owner’s agent, or the occupant of the property to be served by the District. In addition, the District will require the customer to provide any deposit, for the full estimated amount, two weeks prior to the District scheduling or performing any work.

Customers who wish to discontinue or reactivate services, for purposes of seasonal occupancy or otherwise, will be subject to a service charge for each visit (see Table 1). Those wishing to discontinue water service must follow the District’s abandonment policy.

2.3 Availability

Availability: Per MPUC Chapter 660 regulations, by the end of the next business day after the request for service, the District will either provide service or initiate the District’s standard practices to provide service.

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Emergency Service: Emergency service of a limited nature is provided during non-business hours when—in the opinion of the District—public health or safety is at risk. Charges where applicable will be billed to the customer, payable within 30 days

2.4 Access to Premises

An employee of the District will have access during regular business hours to all premises supplied with water to permit reading of the water meter, inspection of the plumbing system, installation, inspection, repair or removal of meter, and inspection of cross-connection prevention. The District requires an authorized adult, 18 years of age or older, to escort utility personnel through the premises.

Service personnel will not restore water service to the premises unless accompanied by the customer or a representative thereof. The District assumes no responsibility if – during disconnection of service – entry is not provided to confirm cessation of water flow.

When the customer or their representative requests a visit by service personnel to establish or terminate service, and work cannot be completed within the scheduled visit due to delays caused by the customer, the customer will be charged a trip fee (see Table 1) for each appointment scheduled during regular business hours. If a customer cancels the appointment at least an hour before the scheduled visit, they will not be assessed a trip fee.

Section 3: Billing

3.1 Billing for Domestic Services & Fire Protection

Billing: Customers are billed based on metered consumption or as otherwise provided in accordance with the District’s rates on file with the MPUC. For metered service, the District shall have the authority to prorate water bills to reflect the actual portion of the billing period in which the Customer had active service. All billings for basic service are in arrears unless otherwise noted.

Billing period: The District normally bills its residential customers on a quarterly basis, with exceptions at the sole discretion of the District. Commercial, Industrial, and Governmental customers are normally billed on a monthly basis, with exceptions at the sole discretion of the District. Metered service is billed in arrears; flat rate billing and fire service are billed in advance.

Billing Responsibility: Failure of the customer to receive his/her bill does not relieve him/her of the obligation of its payment nor for the consequences of non-payment. The customer is responsible for providing current contact information.

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3.2 Credit and Collection Procedures

Procedures are based upon MPUC Chapter 660 and Chapter 870 (Late Payment Charges and Interest Rates).

Late Payment Charges: The District will charge the maximum allowable interest within the guidelines of MPUC Chapter 870 regulations for bills remaining unpaid after the due date.

Deposits: The District may require deposits in accordance with the MPUC regulations. The interest rate paid on deposits will be in accordance with Chapters 660 and 870.

Payment arrangements will be negotiated in accordance with MPUC requirements.

3.3 Collection Trip Charges

If District personnel must visit a customer to disconnect for non-payment and, in lieu of actual disconnection, the customer pays or makes a payment arrangement; the District will charge a collection trip fee (see Table 1).

In addition to a collection fee, if District personnel visit the premises to post notice of disconnection for non-payment as required by MPUC regulations, the District will charge additional fees (see Table 1) for each visit to the premises to post such notice.

3.4 Disconnection Process: Leased or Rental Property

Before disconnecting a leased or rented residential property, the Utility shall comply with the notice requirements contained in MPUC Chapter 660 and must offer the tenant the right to take responsibility for future payments.

Leased or Rented Single-meter, Multi-unit Residential Property: Pursuant to Chapter 660, in addition to the above, before disconnecting a leased or rented single-meter, multi-unit residential property, the Utility shall:

A. Apply any existing deposit to the current account balance, and

B. Assess, against the landlord, a collection fee of (see Table 1 for amount) in addition to any applicable reconnection fee set forth in Section 3.6 of these Terms and Conditions.

3.5 Disconnection Process: Overdue Water/Sewer Service Balance

The District may disconnect water service to customers receiving sewer service from the District for non-payment of an undisputed balance in accordance with MPUC Chapter 660 Regulations.

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a. Definitions

Service Classification – “Service classification” includes water and sewer services billed as residential, residential – flat, commercial, industrial, and governmental accounts.

Total Account Balance – “Total account balance” means the total water and sewer amount owed by a customer that has been properly billed.

Total Amount Overdue – “Total amount overdue” means the total water and sewer amount billed to a customer that has not been paid by the due date of the bill, or by a date otherwise agreed upon by the District and the customer. Disputed amounts will not be included in the Total Amount Overdue.

b. Billing

Bills shall be issued in accordance with MPUC Chapters 660 and 870 and Section 3.1 of the Terms and Conditions for the Auburn Water District.

c. Disconnection and Reconnection

A 14-day disconnection notice shall be issued when a customer does not pay or make a payment arrangement on an undisputed balance in accordance with MPUC Chapter 660 regulations.

d. Payment Allocation

In the event that a payment is received by the District which does not clearly indicate whether the payment is for water or sewer, the District shall attempt to ascertain the intentions of the customer. When such intentions cannot be determined, money received shall be applied to the oldest basic service due

e. Payment Arrangement

The District shall continue to serve a customer who cannot pay the total account balance provided satisfactory payment arrangements are made in accordance with the MPUC Rules and these Terms and Conditions.

f. Limitations

The following will be prohibited from disconnection for a combined water and sewer overdue balance:

- A disconnection based solely on a customer’s nonpayment of a fee or charge for estimated sewer service usage.
- A disconnection of a multiunit rental facility greater than 2 units unless the owner of the facility occupies a unit that would be subject to the disconnection.

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g. Assistance Program Information

Prior to disconnection, the District will provide the impacted customer with information about potential available assistance programs, including programs that offer assistance in paying for sewer or water service, programs that offer assistance in paying for other utility services or in paying for heating fuel or similar assistance programs that could provide sufficient support to the customer to allow the customer to pay the utility's rates, fees or charges for water/sewer services. At a minimum, this shall include the following:

City of Auburn – General Assistance Program

Auburn City Hall
60 Court Street
Auburn, Maine 04210
Tel: (207) 333-6601 Ext: 1412

Department of Health and Human Services

Emergency Services
200 Main Street
Lewiston, Maine 04240
Tel: (207) 795-4300

Maine 211 – statewide directory of over 8,000 including agency services and support groups

Dial: 2-1-1 or 1-866-811-5695
TTY: 2-1-1
Email: info@211maine.org

h. Dispute Resolution

The District shall resolve disputes in accordance with the Public Utilities Commission Regulations.

3.6 Restoration of Service

During regular business hours, the District will charge a reconnection fee (see Table 1) to restore water service if the service was disconnected for: non-payment of bills; violation of these Terms and Conditions; fraudulent use of water; dangerous conditions, or violations of Commission rules. The District will not charge a reconnection fee if a request is made to have water turned off to repair a broken pipe deemed to be an emergency.

A separate fee will be assessed for reconnection of service outside of regular business hours (see Table 1). Reconnection outside of regular business hours shall be at the discretion of the District and dependent on availability of personnel.

3.7 Method of Payment

The District may allow customers – at its discretion - to make payments by credit and debit cards, ACH, or other pre-authorized withdrawal. The utility - or any vendor acting on the District's behalf –

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may charge the customer a fee for processing the payment, provided that the fee is disclosed prior to the transaction.

Payments can be submitted to the District via cash, check, or money order. The District will also accept payment via electronic check or ACH payment, provided the customer signs up and registers for this method of payment. There are no fees assessed for processing these types of payments.

For the customer's convenience, the District will permit the use of credit card or debit card payments through a designated third-party payment processing vendor, Invoice Cloud. Use of a debit card or credit card will incur a convenience fee. Customers will be assessed a convenience fee disclosed by the vendor during the transaction using a debit card or credit card. Any single payment transaction will be limited to \$500 dollars or less. The District will receive only the customer's bill payment amount. Convenience fees charged by Invoice Cloud cover various administrative costs associated with accepting payments and are non-refundable. Convenience fees will appear as a separate charge from the bill amount on the customer's bank or credit card statement.

Invoice Cloud also offers an automated phone-based payment program called Interactive Voice Response (IVR). Customers who use IVR will incur a charge by the vendor, as disclosed by the vendor, per use in addition to the convenience fees listed above.

Electronic payments will not be processed by field personnel

3.8 Charges for Returned Payments

The District will charge customers a fee (see Table 1) for nonpayment due to a returned payment.

3.9 Seasonal Service Billing

All customers on seasonal services will be charged for all fixtures, whether used or not. If a hot and cold-water faucet supplies the same fixture, only one faucet will be charged. No water will be furnished for less than the first faucet rate. No customer supplied with water on flat rates may install any additional fixtures or alter any previously installed fixtures without first giving written notice to the District.

Seasonal Customers shall be provided with water service between May 1st and October 15th. However, the District may render service before and/or after these dates at the District's discretion. Service requested and provided outside of the established dates for the season shall be by written agreement between the District and the Customer. This agreement will hold the Customer financially responsible for any damages to the water main, service line and/or water meter resulting from freezing during the period of time that such extended water service is rendered.

Customers on seasonal mains must prevent all unnecessary waste of water. Water will not be supplied on flat rates for any continuous flow device. The District will decide what constitutes waste or improper use and will restrict usage when necessary.

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Properties currently on flat rates must provide for a meter connection within 30 days of the sale or acquisition of the property to continue receiving service. In addition, if water service is interrupted for repairs, the District will require a meter connection and backflow preventer to be installed. The District shall provide an estimate for the meter storage apparatus and meter.

3.10 Other Charges

a. Laboratory Tests:

Water tests may be conducted upon a customer's request. The District shall charge an administrative fee for processing the laboratory tests, along with any outside costs for shipping or processing. Additional charges will be applied outside of regular business hours (see Table 1). A direct charge for individual water tests performed in the laboratory at the request of a customer will be assessed in accordance with the fees listed in Table 1. Total coliform, E-coli, pH, fluoride, and turbidity are all considered individual tests.

b. Bulk Water Sales

At customer request and in compliance with the District's policies for meters set on hydrants, the District may provide a meter and backflow preventer for temporary bulk water from a hydrant for a construction site, or for filling a swimming pool, holding tank, or other large containers.

The District will charge labor (minimum 1 hour, see Table 1) to set and ultimately collect the hydrant meter, in addition to volume usage charges based on current rates.

c. Flow Tests

Flow tests at the request of a municipality served by the District will be at no charge to the municipality. For all other flow tests, including but not limited to flow tests performed for new or proposed projects, the charges will be assessed on a per hydrant basis as outlined in Table 1. Leak Search

Customers of multi-unit buildings requesting a cursory internal leak check will be charged (payable prior to the search) and allotted 45 minutes of time (see Table 1 for fees). Service personnel are not licensed plumbers/HVAC technicians, and will only provide suggestions on water use, leak detection, and conservation. No repairs will be performed, and no liability will be assumed by the District.

d. Temporary Meters

Customers requesting temporary or construction water meters will be subject to an installation fee (Table 1). This fee is increased for work performed outside of normal business hours. These fees must be paid prior to installation. Usage charges will be consistent with standard rates based on diameter of the meter applied and billed upon return of the temporary meter. The District has no obligation to make an investment to serve a temporary establishment.

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Section 4: Customer & Utility Rights and Responsibilities

4.1 Maintenance of Plumbing

A customer must maintain the plumbing and fixtures within his/her premises in good repair and protect them from freezing. The meter will be located in a warm, clean, dry, and accessible area such that it can be serviced and read during normal business hours. Meter installations must be in compliance with Section 5, regarding metering.

If a meter is found non-compliant of the above section, the District shall require the meter to be relocated at the owner's expense.

The customer is responsible for all labor, overhead, material and equipment costs associated with repairing damaged or frozen water meters. Painting of meters or appurtenances constitutes damage.

If a leak is located on a customer's service pipe, the utility will provide notice to the customer requiring expeditious repair. If the customer fails to repair the leak by the deadline, service will be disconnected pursuant to MPUC Chapter 660.

4.2 Frozen Service

The responsibility for the costs of thawing the service is based on the location of the frozen area per MPUC Chapter 620 regulations, generally measured from the customer's side of the service toward the District's. If the frozen area is on the customer's side of the shut-off valve in the public right-of-way, the customer pays the full cost of thawing efforts. If the frozen area is on the District's side of the shut-off valve, the District pays the full cost. If the location is unable to be determined, the costs are split 50-50 between the District and the customer. **The District has no obligation to make an investment to thaw a service after making a determination that the frozen portion is on a private service line.**

The District is solely responsible for determining the location of the frozen portion, and District personnel must be present at the time of determination. No claims regarding frozen service lines will be honored if not verified by the District.

4.3 District Liability

The District will only be liable for any damages arising from claims to the extent liability is provided in the Maine Tort Claims Act, as set forth in Title 14, Chapter 741 of the Maine Revised Statutes Annotated. The utility makes no representations or warranties about the suitability of the water for any particular purpose.

4.4 Water Pressure

Low pressure areas are defined as portions of the distribution system where pressure may fall below 20 PSI under normal operating conditions (MPUC Chapter 620). The District will not extend its mains or render service to new customers in low pressure areas unless a limited-service contract is executed between the customer and the District.

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If permitted, it may be necessary for applicants at their expense to install pumping facilities on their property to obtain pressure higher than that available from the District and does not relieve the applicant of compliance with all other District specifications and requirements. Services utilizing a booster pump or other means to increase pressure shall be equipped with an approved reduced pressure zone assembly located between the isolation valve and the water meter.

The District strongly urges customers to follow Maine Internal Plumbing Code to prevent damage to plumbing lines and fixtures caused by water hammer and/or over-pressurization.

Fluctuation of pressure due to customer's apparatus: A customer may not install or use any device that will affect the District's pressure or water quality without prior written utility permission. If permission is granted, the District may require the customer to confine or reduce such fluctuations to limits determined by the District. Failure to comply will result in termination of service in accordance with MPUC Chapter 660.

4.5 Service Interruption

Per MPUC Chapter 660 requirements, the District will provide notice of any planned shut-off to affected customers at least 24 hours in advance of the interruption of service. The District will give notice of any unplanned shut-off when practicable.

4.6 Tampering with District Property

There shall be no tampering with or operating District property--including but not limited to hydrants, standpipes, valves (main line), service line valves, meters, or meter appurtenances, without the consent of the District.

4.7 Unauthorized Use of Water

No Customer shall supply water to another nor use it for any purposes not mentioned in his/her application without District approval. No Customer or his agent shall obtain water from any hydrant or other fixture of the District without the previous consent of the District. No Customer or his agent shall bypass any meter, nor restore service without District authorization, nor unreasonably interfere with District service nor otherwise take action to prevent the proper metering of water consumed by the Customer. In the event of the discovery of such unauthorized use of water, the Customer shall be immediately disconnected, pursuant to Chapter 660.

In addition, the District shall be entitled to bill and recover from the Customer or responsible person the cost of the estimated amount of water consumed, based on the District's approved rates, plus interest at an annual rate of 5%. Where the unauthorized use of water has occurred, the ~~Utility~~ District may also assess the customer or responsible person a fee as shown in Table 1 for each service visit to the Customer's premises necessary to investigate and address the unauthorized use of water, including removing the meter bypass, taking measures to prevent further diversion of water, and verifying that corrective measures have been taken and maintained.

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For service visits that occur during other than normal business hours, the fee will be increased (see Table 1). In addition, pursuant to Title 35-A MRS §2706 as amended or replaced, the Customer or person responsible for the unauthorized use may be liable in a civil action to the District for all other reasonable costs to the ~~Utility~~ District, including attorney's fees, costs of undertaking and completing the investigation resulting in the determination of liability, and for a civil penalty not to exceed twenty five hundred dollars (\$2,500.00), due and payable to the District for each violation.

4.8 Conservation

The District takes all reasonable steps to prevent the unnecessary waste of water. If a leak is located on a customer's service line, the District will notify the customer that the leak must be repaired within the time frame specified by the District. If a customer fails to repair a leak on their service pipe within the time frame specified service shall be discontinued pursuant to Chapter 660.

When necessary to conserve the water supply, the District may restrict or prohibit the use of hoses, sprinklers, or other irrigation systems pursuant to MPUC Chapter 620 section 3K.

4.9 Leak Abatement

The District does not grant bill abatements. The customer is responsible for maintaining their service pipe and internal plumbing & fixtures in proper working condition. Customer is responsible for all water use registered on their meter, regardless of the condition of water consumption. Please refer to Section 2.4 for more information on customer responsibilities.

Section 5: Meters

5.1 Metering

Metering will be in compliance with the MPUC Chapter 620 requirements.

Installation: A customer may have a water meter installed upon approval of the application for service and receipt of required fees, and by making an appointment to be present if required by the District.

Removal: A customer may request to have their meter removed. If the meter has been removed for a period of greater than five years, the customer will be responsible for the cost of a new meter prior to installation.

If HDPE pipe is used on the customer's side of the service line, the customer must provide appropriate support for the weight of the meter and backflow preventer, and must use compression type fittings compatible with HDPE, conforming to our materials specifications.

Meter setters for 5/8 x 3/4 -inch and 3/4-inch meters shall have compression pack joint connections on the inlet and outlet ends suitable for 3/4-inch copper tubing. Meter setters for one-inch meters

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shall have female iron pipe thread connections on the inlet and outlet ends. Two meter gaskets shall be supplied with each horn.

5.2 Damaged Meters

Pursuant to MPUC Chapter 620, meters must be immediately replaced when damaged, and customers will be liable for any damage caused by inappropriate care or neglect. Meters used by the Auburn Water District are not repairable and therefore must be replaced with a new unit. A meter shall be defined as the physical metering device, the communication wire, and outside transmitter (MXU).

The charges for the replacement of meters damaged due to improper care by the customer are outlined in Table 1.

5.3 Meter Testing

In compliance with MPUC Chapter 620, the District will (upon customer request) test the customer's water meter at no charge unless the customer requests more than one test in 18 months. If the customer requests a test more frequently, the District will require the customer to pay a deposit equivalent to the appropriate charge listed below to cover the cost of the test. If a meter tested at the customer's request does not conform to MPUC standards, the customer's deposit will be refunded, and the District will adjust the customer's bill according to the provisions of Chapter 620 section 4D. If the meter conforms to the standards, the District will retain the customer's deposit and may continue to use the meter at the customer's premises.

Charges for additional testing of meters (after first test) at customer's request are outlined in Table 1.

5.4 Submetering

Sub-metering is not allowed by the District. Accessory dwellings may be served through an existing metered connection. If the accessory dwelling wishes to become a customer, a separate service line must be installed consistent with MPUC Chapter 65. If a submeter is found to be pre-existing, it may be grandfathered but must be rectified with a separate service upon sale or acquisition of the property.

5.5 Isolation Valves

The District requires that the service pipe will be equipped with operable water isolation valves located near the service entrance on both sides of the meter. These valves are installed, owned, and maintained by the owner. The service pipe must be equipped with adapters (supplied by the owner) compatible with the meter couplings/horns (supplied by the District). These adapters are installed, owned and maintained by the owner.

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Section 6: Cross Connections

6.1 Cross Connections

All customers will comply with all provisions of the District's approved cross-connection control program regarding installation, inspection, maintenance, and testing of approved backflow prevention devices. All requirements of the District's cross-connection control program must be met before water service will be supplied to new accounts. For items not addressed in the program, the Maine State Internal Plumbing Code is the minimum required.

If a customer requests that service be shut off for any routine repairs, maintenance, seasonal reason, etc., the District will not restore service unless there is proper backflow prevention in place.

If a customer fails or refuses to discontinue or properly protect the cross connection within a time limit specified by the utility, the utility may disconnect the service per its approved program.

6.2 Safeguarding Direct Pressure Water Devices and Systems Supplied by Automatic Feed Vales

Direct pressure water devices or secondary systems supplied with automatic feed valves must be installed and maintained in compliance with the Maine State Plumbing Code to prevent damage in the event of drop or spike in water pressure. The District is not liable for damage resulting from lack of or failure of these devices.

Section 7: Fire Protection

7.1 Hydrants

Authorized Use of Hydrants: Fire hydrants (both public and private) may not be used for any purpose other than to extinguish fires unless prior permission is given by the District. In any case, fire hydrants may not be opened by any person other than an agent of the utility, a duly authorized representative of the municipality, or as authorized by the District.

Any hydrant used between October 15, and April 15 (winter use) must be reported to the District on the same day it was used so that the hydrant can be pumped and inspected.

The District reserves the right to meter any fire line. Water utilized for fire protection will not be billed.

7.2 Private Fire Protection

Customers requiring private fire protection must contact the District to determine the availability of fire service at their location. Fire service, if available, will be installed at the customer's expenses within the bounds of the public way or right-of-way with a separate service connection. The District does not guarantee any quantity of water or pressure available through a fire protection system.

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Customers wishing to cancel fire service protection must notify the District in advance and in writing and must have permission in writing from the appropriate fire department official. Physical shut-off of the fire service and/or private hydrant(s) will not be made by the District until the prescribed notice has been made.

All private fire protection lines must have a separate and independent water service valve from the domestic water service line. All existing sprinkler charges will be determined by the diameter of the sprinkler pipe as it enters the property. All new sprinklers installed must be inspected by the District, and rates will be determined by the diameter of the tap and not the pipe entering the building.

Section 8: General Provisions

8.1 Service Lines and Water Mains

General

Requests for new water mains or service lines must be accompanied by information requested by the District for review. Information requested may include but is not limited to plans/drawings of the affected area including above- and below-ground utilities, existing or proposed structures, property lines, average domestic water demand (GPD), maximum fire protection demands (GPM), installing contractor, approximate date of installation, application for new water main or extension, and other required municipal/regulatory approval.

If determined by the District there are concerns regarding hydraulic capacity of the existing infrastructure, a hydraulic model analysis must be completed prior to advancing the project at the cost of the developer. If a project doesn't commence within 5 years of approval, reapplication is required.

All materials and installation will be in compliance with the District's Material and Technical Specifications and its Construction Specifications, including

- Separate service: Unless otherwise approved, each unit will have its own service and curb stop (shut off) in accordance with the District's construction specifications.
- Service/Valve box location: Valve boxes for water mains and services shall be at least five feet from all structures, steps, trees, and shrubs.
- Customer's side of the service line may be of approved K type copper or HDPE (copper tubing size) conforming to our materials specifications. Customers are referred to the District's Construction/Technical Specifications regarding joint use of service pipe trench.

Charges: The applicant is responsible for all costs associated with the installation, and work will be scheduled at the District's discretion. A written estimate will be provided to the applicant, and a deposit equivalent to the estimate will be collected prior to any work being performed. The estimate may include but is not limited to:

- Administrative fees (see Table 1) for review of plans and application for new main or extension.

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- The fee is payable with delivery of the plans prior to start of review and includes up to one hour of administrative time. Additional charges may apply if additional review is necessary.
- The fee is non-refundable
- The owner/contractor is responsible for adhering to all conditions approved through the application process.
- The District reserves the right to inspect materials and installation methods of the service line from the Utility owned water main to the structure being served and internal water service entrance plumbing.

When all specified work is completed and the job is released for billing, payment from the customer or a refund to the customer will be made within 30 days.

If the District is not contacted to perform an inspection and evidence indicates the line does not meet utility standards, water service will not be provided unless required modifications are met.

Service Lines

Ownership of the service line will be in compliance with MPUC Chapter 65.

Installation: The District must perform the tap into its water main at the applicant's expense (see Section A above). The customer is responsible for providing all materials to complete the tap.

Inspection: The District shall inspect all underground service line installations including renewals prior to backfilling. The District shall be given a minimum of two business days' notice, and the inspection will be performed during regular business hours. Work performed outside of regular business hours requires advance District approval and will be charged to the customer at overtime rates. Approval of such installation by the District does not constitute a guarantee by the District as to the sufficiency of the materials or workmanship. Failure to comply with these requirements could result in refusal to activate new services.

Water Mains

Water mains public and private are defined in MPUC Chapters 620 and 65.

Installation: Water main extensions will be in compliance with MPUC Chapter 620, including adequate sizing as determined by the District.

Inspections: The District shall inspect all underground service installations prior to backfilling. The District shall be given a minimum of one business day's notice, and the inspection will be performed during regular business hours. Work performed outside of regular business hours requires advance District approval and will be charged to the customer at overtime rates. Approval of such installation by the District does not constitute a guarantee by the District as to the sufficiency of the materials or workmanship. Failure to comply with these requirements could result in refusal to activate new mains.

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Joint Use of Water Main and Service Pipe Trench

All water mains and water services must be in compliance with MPUC Chapter 620.

a. New Main Extension Application, Charges, Deposits, and Schedule

Applications for new main extensions are to be made at the office of the District, at 268 Court Street, Auburn, on forms which will be provided by the District. In addition, applications are available on our website and may be submitted electronically, not being reviewed until payment has been received.

All water Main extensions shall be installed in accordance with the Utility's standards and material specifications. Requests for water Main extensions shall be treated in accordance with Chapter 65 section 3A of the Commission's rules. With the exception of MPUC order, Docket #2018-00196 dated November 19, allowing the District to charge an hourly fee to prepare a cost estimate for a proposed water extension in instances where there are multiple requests for cost estimates by a customer or group of customers that relate to the same water main extension.

Water Main Sizes: The Utility provides water for domestic use and fire protection. The Utility requires all distribution mains to be adequately sized in accordance with MPUC Chapter 65.

Plan Reviews: In accordance with MPUC Chapter 65, Section 4C, if it is necessary for the Utility to provide detailed engineering design/review for sub-divisions and/or commercial entities, the Customer shall pay the estimated cost of the design/review prior to commencement of the design/review.

b. Winter Construction

No new service or extension of mains will be installed for the convenience of a customer during winter conditions, which increases the cost of the work for the District unless the customer assumes all extra expenses over ordinary construction costs.

c. Utility Jobbing

"Utility jobbing" means unregulated utility services, including but not limited to construction, inspection services, and laboratory services. If the District agrees to perform work outside the scope of regulated services for a customer, work is solely at the customer's expense. At the District's discretion, subcontractors may be utilized.

A customer may be required to confirm its request in writing before the District will provide unregulated utility service. Work performed in support of unregulated utility service outside regular business hours will be at the District's discretion and charged at overtime rates.

Applicants are required to provide, in advance, sufficient funds as provided in a written estimate by the District to cover the anticipated District expense. The District will return excess funding within 30 days of project completion, or the District will apply the balance towards future utility billing; costs

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in excess of the estimate will be billed to the customer and must be paid within 30 days. Charges as allowed under Title 9A of the Maine Consumer Credit Code may be assessed on jobbing bills not paid by the due date.

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Schedule of Charges



Schedule of Charges - Table 1

Description:	Amount:	Comments:
Application for New Service	\$60	Apply online or at our office at 268 Court Street.
Administrative Fees for New Main or Extension	\$60	Non-refundable, for review of plans and application for new main or extension.
Turn-On Water Service	\$60	Seasonal turn-on, off/on for repairs, restoring service to existing service connection.
Additional Trip Fee	\$30 per visit	Applies when service cannot be completed on first visit due to delays caused by customer. Customer must cancel scheduled visit at least 1 hour in advance to avoid fee.
Collection Trip Fee	\$30	When District makes a trip to disconnect for non-payment, but customer makes payment prior to disconnection.
Disconnection Notice Fee	\$30 per visit	When District visits premises to post notice of disconnection for non-payment. This would be in addition to a collection trip fee (see above).
Disconnection of Multi-Unit Residential Property	\$150	Assessed against landlord for disconnection of a multi-unit property.
Restoration of Service Following Disconnection	\$60	During regular business hours (M-F, 7:30AM-3:30PM, excluding holidays).
	\$150	When reconnection is requested outside of regular business hours, including weekends and holidays.
Returned Checks	\$5 or bank charge, whichever is greater	Not to exceed \$20
Hydrant Flow Test(s)	\$75 per hydrant	During regular business hours (M-F, 7:30AM-3:30PM excluding holidays).
Laboratory Processing Fee: Includes sample collection and processing only. The customer must also pay cost for each test (see below).	\$60	During regular business hours (M-F, 7:30AM-3:30PM excluding holidays).
	\$150	Outside of regular business hours, including weekends and holidays.
Individual Lab Tests	\$60	Total Coliform

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	\$60	E-Coli
	\$60	pH
	\$60	Fluoride
	\$60	Turbidity
Hydrant Meter for Bulk Water Sale	\$60	Minimum charge, assumes at least 1 hour to install.
Leak Investigation	\$35/hour	Assessed to multi-unit properties only.
Temporary/Construction Meters – Installation Fee	\$60	During regular field hours (M-F, 7:30AM-3:30PM excluding holidays).
	\$150	Outside of regular business hours, including weekends and holidays.
Unauthorized Water Use Investigation/Mitigation	\$60 per hour (1-hour minimum)	During regular field hours (M-F, 7:30AM-3:30PM excluding holidays).
	\$75/hour, \$150 (2-hour) minimum	Outside of regular business hours, including weekends and holidays.
Damaged Meter Replacement 5/8” – 2”	\$60 (per hour), plus parts.	During regular field hours (M-F, 7:30AM-3:30PM excluding holidays).
	\$150 (minimum, additional charges after 2 hours), plus parts.	Outside of regular business hours, including weekends and holidays.
Damaged Meter Replacement 3” and up	\$120 (per hour), plus parts.	During regular field hours (M-F, 7:30AM-3:30PM excluding holidays).
	\$300 (minimum, additional charges after 2 hours), plus parts.	Outside of regular business hours, including weekends and holidays.
Meter testing 5/8” – 2”	\$60	During regular field hours (M-F, 7:30AM-3:30PM excluding holidays). Waived once per 18-month period.
	\$150	Outside of regular business hours, including weekends and holidays.
Meter testing 3” and up	\$60 + Subcontractor expenses	During regular field hours (M-F, 7:30AM-3:30PM excluding holidays) only – cannot be tested outside of regular hours or on weekends/holidays.

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