Old Town Water District

Supplying Old Town, Milford, Penobscot Nation, and Bradley, Maine

P.O. Box 525 • 109 Center Street, Old Town, ME 04468
• Tel: (207) 827-2145 • Fax: (207) 827-2191 • Email: officemanager@oldtownwater.org
www.oldtownwater.org

Customer Tips and Water Bill Information

Water Bill Issue Date and Due Dates

Water bills are issued four times per year, in the months of January, April, July, and October, typically dated the first business day of the month. The due date is typically the first business day of the following month. Water bills in general, are issued before sewer bills (if applicable). If you receive a sewer bill before the water bill, please contact our office, as the water bill may need to be remailed. Please call our office if any changes in your name, mailing address, or phone number to ensure we have current contact information. Changes can also be listed on the back side of your payment stub that is submitted with your water bill payment.

Payment Options

Payments can be mailed, left in the drop box located at our office, made in person, or online at www.oldtownwater.org. **Pay by phone option is available at 207-558-2224 or 1-877-575-7233.** (*This is a change from calling 207-827-2145*). Please see both sides of the water bill for detailed information.

Payment Arrangements

If the bill cannot be paid by the due date, please call our office to set up a payment arrangement. If unable to call Monday to Friday 8 AM to 4 PM, then a detailed voicemail can be left after hours. To set up an arrangement, the name, location of property, phone number, and dates and amounts of payments are needed. A copy of the arrangement can be mailed or emailed if wanted.

Disconnection Notices, Final Notice Door Tags and Actual Disconnections

If a water bill is unpaid by the due date, disconnection notices are mailed. Please call the office, or leave a detailed voicemail message, before the shut off date, if the bill will not be paid before the shut off date. The shut off date is listed in the upper right corner, and in the first paragraph of the disconnection notice. The disconnection process typically begins at 9 AM on the day of disconnection. Information needed to confirm a payment arrange is the name, property location, phone number, and dates and amounts of payments. **Do not rely on a Final Notice door tag to be left at the location.** This is a courtesy step, not a requirement, and may be phased out in the future. If a door tag is left, paying or making a payment arrangement is needed prior to the shut off date on the notice. The shut off date on the notice is the date of disconnection, not the last date to pay. If online, bill pay, or pay by phone payments at 1-877-575-7233 are made the morning of disconnection, please call the office at 207-827-2145 or leave a detailed voicemail to communicate this. If any of these notices are received, but payment has been mailed, please call to confirm it was received. If the location has been disconnected, please call our office at 207-827-2145, Monday to Friday, 8 AM to 4 PM. If it is after 4 PM, and reconnection is wanted after hours, call the duty phone at 207-852-2620. Currently the turn on fee completed during hours is $55.00, and after hours is $120.00. Fees cannot be paid online or pay by phone, but can be made in person, by office drop box, or by calling 207-827-2145.

Please communicate with us to make a payment arrangement if the bill will not be paid before the due date listed on the water bill. We appreciate your cooperation with us to ensure no disconnections are done.