



Trustees

Richard E. Boston, President
Russell Peterson, Treasurer
Stephen C. Rendall Jr., Clerk
Karen Arsenault, Trustee
Richard Leigh, Trustee

Administration

Donald D. Neumann Jr., Superintendent
Gary E. Stevens, Asst. Superintendent
Patrick M. Desrosiers, Financial Manager
Ryan Lynch, Treatment Plant Manager

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November 23rd, 2020

Public Service Announcement

York Water District would like to make our ratepayers aware of a recent decision by the Maine Public Utilities Commission (MPUC):

As of November 1, 2020, the Maine PUC has voted to lift the Emergency Moratorium on utility service disconnections that had been in effect since March 16, 2020 (MPUC Docket No. 2002-00081).

While most customers are not affected by this decision, there are a few hundred customers that have either fallen behind or stopped water bill payments altogether in recent months without contacting our office. We take service disconnections very seriously and this option will always be a last resort, but it is important to note this collection method will now be in use as the situation dictates.

Therefore,

All accounts with a past due balance with York Water District have received a notice by mail informing them of the MPUC decision. Following this announcement, we will attempt to contact customers by phone to discuss a payment arrangement that is suitable to individual situations. We understand every situation is different during this unusual time. We will be flexible as we work to bring all accounts back to good standing. Please call us at (207) 363-2265 to establish a payment arrangement or with any questions or concerns.

Customers that cannot be contacted in a reasonable amount of time or are unwilling to make a payment arrangement will be issued a 10-day disconnection notice. If payment arrangements are not made within 10 days of notice, service disconnection will follow.

Please be advised,

York Water District is required by Maine Public Utilities Commission (MPUC) rules to offer you a reasonable payment arrangement on your past due account balance and if we cannot agree on an arrangement, you have the right to seek assistance from the Consumer Assistance and Safety Division (CASD) of the MPUC. You can reach the CASD at (800) 452-4699 or at CASD.PUC@maine.gov.

If you are having difficulty paying your utility bills, you may be eligible for financial assistance. You can learn what financial assistance is available by calling 211 and requesting a list of assistance agencies near you or by visiting their website at www.211maine.org and entering your town name.