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NEWS

Water disconnections can resume: Have you paid your bill?

Portsmouth Herald

Published 8:03 a.m. ET Dec. 1, 2020

YORK, Maine -- York Water District notified ratepayers that a recent decision by the Maine Public Utilities Commission (MPUC) means utility service disconnections are resuming.

As of Nov. 1, 2020, the Maine PUC lifted an emergency moratorium on utility service disconnections that had been in effect since March 16. While most customers are not affected by this decision, there are a few hundred local customers that have either fallen behind or stopped water bill payments altogether in recent months without contacting the York Water District 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," the York Water District said in a public service announcement.

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, the York Water District 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," the announcement states.

Please call (207) 363-2265 to establish a payment arrangement or with any questions or concerns.

Customers who cannot be reached 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.

York Water District is required by Maine PUC rules to offer a reasonable payment arrangement on your past due account balance and, if an agreement cannot be reached, the customer has 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