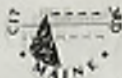




City of Biddeford
Wastewater Management Commission

February 12, 2025 at 4:45 PM
Biddeford Wastewater Treatment Facility
63 Water Street, Biddeford

1. Roll Call
2. Approval of Minutes - NONE
3. New Business
 - 3.a Discussion / Action for Abatement - Poirier, 35 Arrowwood Drive
 - 3.b Discussion on Sewer Rates
4. Old / Unfinished Business
 - 4.a Alfred Street Work
 - 4.b Storm Drain CSO - Mechanics Park
 - 4.c Elm Street Design and Bid Results
 - 4.d Acorn Street Sewer Repairs
 - 4.e FMI Pump Station
 - 4.f Schedule Future Tour of Treatment Plant / Pump Stations
 - 4.g Future Meeting Schedule (Monday 4:30pm ?, Quarterly / Bi-Monthly?)
 - 4.h Next Meeting
5. Adjourn



City of Biddeford, Maine
Wastewater Abatement Form

CUSTOMER FILLS OUT

Date: Sept. 3, 2024 P.A.F. _____ Account #: 062930001

Name: David & Margo Poirier

Address: 35 Arrowwood Dr

City/State/Zip: Biddeford, ME 04005

Telephone: 207-423-7001

Meter Location: Cubby Hole Meter reading 0722-5132

Business Residential Other _____ Requested Amount: \$ _____

Eligible Abatements must be within 3 billing cycles and must include a written description of the issue:

- | | | |
|----------------------------------------------------------------|-----------------------------------------|-----------------------------|
| 1. Is this abatement for a Leak | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| 2. Is the written description letter and other backup attached | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| 3. Current Reading of the meter | <input type="checkbox"/> | <input type="checkbox"/> |

Please attach a short note with any copies of repair bills and/or store slips receipts for parts purchased, by you, for repairs. If you need additional space, please use back of this form.

_____ Customers requesting an abatement for a leak must do so in writing, within 90 days of the Billing Date.

_____ The Customers must include a copy of the plumbers repair bill or a store receipt for the parts purchased for the repair.

_____ The letter should include a current reading from the water meter.

_____ Note: The meter reading is important due to the fact that the water company will sometimes estimate the quarter due to inability of entering the building or the remoter reader may be malfunctioning.

_____ The billing department will provide a history of the account in question.

_____ This information will provide a paper trail for the Customers' history and also be available in the future for audits. (A file by "Customer Last Name" should be established for these records.)

_____ The Customer shall provide, in advance, all required information to the Wastewater Commission in support of their request so that the Board can make a determination of completeness. Prior to the next scheduled meeting, the Customer will be notified. At the next scheduled meeting, the decision of the Customer's claim will be disclosed.

_____ An agent for the City can make an appointment with the Customer to verify the validity of the abatement claim.

NOTE: ALL SEWER BILLS TO BE PAID IN FULL BEFORE BEING FORWARDED TO THE WASTEWATER MANAGEMENT COMMISSION

OFFICE USE ONLY

Action taken meeting of _____, 20____

_____ Date: _____
BWMC Chairperson

Approved _____ Disapproved _____ Approved Conditionally _____

September 3rd, 2024.

To whom it may concern,

My husband and I started smelling a foul smell and couldn't figure out where it was coming from, so my husband checked the drains in the sinks and showers and there was no clogs. We had no toilet leaks either.

A couple of days later I received an email from Maine Water telling me that we had consumed a great abundance of water during this cycle and to check for any leaks and toilet leaks. We did it again and again, and found nothing. My husband decided to go check in our cubby hole to see if anything was wrong. When he opened the door, water came gushing out the door and water was splashing all over the place. We immediately shut the water to the house and called our plumber. Plumber came over and said our water pump was broken and needed a part. We should get the part today (September 3rd).

Meter Reading 07225132

ARMAND TARDIF
PLUMBING & HEATING, INC.

440 WEST STREET
BIDDEFORD, ME 04005
207-282-3727

INVOICE	
Customer:	David Poirier
Address:	35 Arrowood Dr. Bid. Me 04005
Phone:	207-423-7001
Invoice Date:	9/3/24
Invoice #:	0035
Invoice Total:	\$1715.00

Qty.	Description	Price
	Replaced old faulty booster pump with new DAB booster pump.	
	Materials + pump	\$1265.00
	Labor	\$450.00
9/3/24	Paid in full - check # 1953	
	Thank you for your business.	
	Total Due:	\$1715.00

If unpaid after 30 days from invoice date a 5% monthly interest fee will be charged.



WATER BILL

Premise Served: 35 ARROWWOOD DR., BIDDEFORD ME
 Customer Type: RESIDENTIAL
 Billing Period: 05/10 to 08/09
 Billing Frequency: Quarterly
 Usage (100 CU FT): 132
 Average Daily Use (Gallons): 0
 Type of Reading: Actual

Invoice Date: 08/16/24
 Customer: MARGO & DAVID POIRIER
 Account #: 0370230000

Current Charges	Previous Read	Current Read	Usage	Amount
Surcharge				\$11.93
Water Charge	589	721	132	\$834.36
Infrastructure Charge	0	0	132	\$0.00
Line Backer				\$0.00

Your rates reflect the final phase of the rate increase that was approved as of January 1, 2024, however the new rate was not applied to bills until July 1, 2024. The surcharge on your bill is to recover the amount not collected (deferred) from that six month period. The Surcharge will be applied through approximately June 30, 2026 until the deferred costs are fully recovered.

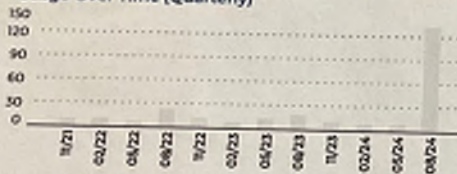
We have redesigned our statements and hope that you like the new look and feel, and as always, we'd love to hear what you think!

Balances over 25 days old are subject to an interest charge of 0.949% per month. To avoid interest on the current charges, payments must be received by 09/10/24. Please allow time for mailing and processing.



TOTAL DUE	\$846.29
DUE DATE	09/10/24

Usage Over Time (Quarterly)



Average daily use for this period is: 0 Gallons

Customer Service: 1-800-287-1643

For payment options, go to mainewater.com or see back of your bill.



P.O. Box 70700
 Philadelphia, PA 19176-0700

0502113-0050225 P00E 001 1----- 681626
 MARGO & DAVID POIRIER
 35 ARROWWOOD DR.
 BIDDEFORD ME 04005

Remittance

Customer: MARGO & DAVID POIRIER
 Due Date: 09/10/24
 Account Number: 0370230000
 Amount Due: \$846.29
 Amount Enclosed: \$

Please put your account number on your check and make payable to: **Maine Water**

THE MAINE WATER COMPANY
 P.O. BOX 70700
 PHILADELPHIA, PA 19176-0700

0370230000000846293

DAVID R. POIRIER
MARGO C. POIRIER
35 ARROWWOOD DR
BIDDEFORD, ME 04005

1953

52-8751/2112

9/3/2024
Date

Pay to the
Order of Armand Tardif Plumbing & Heating \$ 1,715.00
One thousand, seven hundred fifteen 00/100 Dollars


PeoplesChoice
CARD # 1953
Biddeford, Maine 04005

For Water Pump

Margo Poirier M¹

⑆ 211287515⑆ 700330718995⑆ 1953

Merland Crane

GUARDIAN SAFETY YELLOW





P. O. Box 70700 Philadelphia, Pa 19178-0700

Customer Name
MARGO POIRIER
Service Address
**35 ARROWWOOD DR.
BIDDEFORD ME**

Water Statement
RESIDENTIAL
Billing Date
05/13/2024

Account Number
0370230000
Payment Due Date
06/07/2024
page 1 of 2

Account Summary

Amount of Last Bill:	\$86.76
Payments Received: Thank You	\$86.76
Balance Forward:	\$0.00
Late Payment Charge:	\$86.76
New Charges:	\$86.76
Total Amount Due:	\$86.76

Billing Detail

Current Charges:	\$86.76
Water Charge	\$0.00
Infrastructure Charge	\$0.00
Line Backer	
Total Current Charges:	\$86.76
Total Amount Due By 06/07/2024:	\$86.76

Meter Reading Data

FEB 09 to MAY 10

Billing Period:

Next billing on or about AUG 10

Meter	Reading	Type	Read
01	Current	Actual	580
01	Previous	Actual	582
Total Usage (100 CF)			2

Days of Service this Period: **31** *Readings are in 100 Cubic Feet (CF)
Average daily usage is: **0 Gallons** 1 CF equals 7.48 gallons (Contingent on CF)
Average daily cost is: **\$0.95**

A late payment charge of 0.949% will be applied at the end of each month on any over due unpaid balance.

The Maine P.U.C. has implemented rules for water utilities to encourage a more timely and systematic replacement of aging infrastructure. The water infrastructure charge is reflected on this billing. Call customer service for more information at 1.800.287.1643.

TL9XV12F



P. O. Box 70700
Philadelphia, Pa 19178-0700

Address Service Requested

Water Bill

MARGO POIRIER
35 ARROWWOOD DR.
BIDDEFORD ME 04005-7048

Check here for change of address (see reverse for details)

0370230000000066768



Message Center

Each year Maine Water Company provides customers with an annual CCR (Consumer Confidence Report) which contains important information about your drinking water. In an effort to be environmentally responsible, we are posting the 2023 Water Quality Report online rather than printing and mailing them to every customer. The direct URL to your report is www.maine-water.com/WQRReport/Biddeford2023. Call 1.800.287.1643 for a printed version.

E-Billing and Bill Pay Service

Sign up for paperless E-billing - it's fast, easy and free. Just go to our Web site, mainewater.com, click on the green button labeled "Pay your bill" and register. Once registered, you'll get an e-mail when your bill is ready and I desired pay your bill or sign up for autopay.



If you have any questions or comments on your statement please call 207.280.1543 or 1.800.287.1643 at your convenience. We have customer service specialists available to assist.

Water Usage History



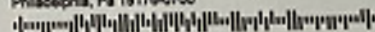
Remittance Section

Service Address: **35 ARROWWOOD DR.**
Account Number: **0370230000**
Payment Due Date: **06/07/2024**
Total Amount Due: **\$86.76**

Amount Enclosed: \$ _____

Please make check payable to Maine Water. Print your account number on your check, then mail to address below.

MAINE WATER COMPANY
P. O. Box 70700
Philadelphia, Pa 19178-0700





WATER BILL

Premise Served: 35 ARROWWOOD DR., BIDDEFORD ME
 Customer Type: RESIDENTIAL
 Billing Period: 05/10 to 08/09
 Billing Frequency: Quarterly
 Usage (100 CU FT): 132
 Average Daily Use (Gallons): 0
 Type of Reading: Actual

Invoice Date: 08/16/24
 Customer: MARGO & DAVID POIRIER
 Account #: 0370230000

Current Charges	Previous Read	Current Read	Usage	Amount
Surcharge				\$11.93
Water Charge	589	721	132	\$834.36
Infrastructure Charge	0	0	132	\$0.00
Line Backer				\$0.00

Your rates reflect the final phase of the rate increase that was approved as of January 1, 2024, however the new rate was not applied to bills until July 1, 2024. The surcharge on your bill is to recover the amount not collected (deferred) from that six month period. The Surcharge will be applied through approximately June 30, 2026 until the deferred costs are fully recovered.

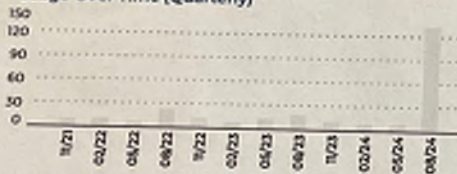
We have redesigned our statements and hope that you like the new look and feel, and as always, we'd love to hear what you think!

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TOTAL DUE	\$846.29
DUE DATE	09/10/24

Usage Over Time (Quarterly)



Average daily use for this period is: 0 Gallons

Customer Service: 1-800-287-1643

For payment options, go to mainewater.com or see back of your bill.



P.O. Box 70700
 Philadelphia, PA 19176-0700

0502113-0050225 P00E 001 1----- 681626
 MARGO & DAVID POIRIER
 35 ARROWWOOD DR.
 BIDDEFORD ME 04005

Remittance

Customer: MARGO & DAVID POIRIER
 Due Date: 09/10/24
 Account Number: 0370230000
 Amount Due: \$846.29
 Amount Enclosed: \$

Please put your account number on your check and make payable to: **Maine Water**

THE MAINE WATER COMPANY
 P.O. BOX 70700
 PHILADELPHIA, PA 19176-0700

0370230000000846293



P. O. Box 70700 Philadelphia, Pa 19176-0700

Customer Name
MARGO POIRIER
Service Address
**35 ARROWWOOD DR.
BIDDEFORD ME**

Water Statement
RESIDENTIAL
Billing Date
11/15/2023

Account Number
0370230000
Payment Due Date
12/11/2023
page 1 of 2

Account Summary

Amount of Last Bill:	\$138.91
Payments Received: Thank You	\$138.91
Balance Forward:	\$0.00
Late Payment Charge:	\$0.00
New Charges:	\$197.33
Total Amount Due:	\$197.33

Billing Detail

Current Charges:	
Water Charge	\$103.33
Water Infrastructure Charge	\$0.00
Line Backer	\$94.00
Total Current Charges:	\$197.33
Total Amount Due By 12/11/2023:	\$197.33

Meter Reading Data

Billing Period: **AUG 11 to NOV 09**
Next billing on or about FEB 09

Meter	Reading	Type	Read
01	Current	Actual	575
01	Previous	Actual	565
Total Usage (100 CF)			10

Days of Service this Period: 90 *Headings are in 100 Cubic Feet (CF)
Average daily usage is: 8 Gallons 1 CF equals 7.48 gallons (Contingent on CF)
Average daily cost is: \$1.15

A late payment charge of 0.946% will be applied at the end of each month on any over due unpaid balance.

The Maine P.U.C. has implemented rules for water utilities to encourage a more timely and systematic replacement of aging infrastructure. The water infrastructure charge is reflected on this billing. Call customer service for more information at 1.800.287.1643.

TL8XV12F



P. O. Box 70700
Philadelphia, Pa 19176-0700

Address Service Requested

Water Bill

MARGO POIRIER
35 ARROWWOOD DR.
BIDDEFORD ME 04005-7048

Check here for change of address (see reverse for details)

0370230000000147334



Message Center

Temporary Rates Effective 8.25.2023

This bill includes new water rates attributed to costs of the construction and operation of the new Saco River Drinking Water Resource Center. The Maine Public Utilities Commission under 35-A.M.R.S. § 312 has approved a temporary annual revenue increase of \$1,495,441 or 10.10% over the previous revenue requirement which reflects the undisputed portion of Maine Water's rate adjustment request. \$1,453,399 or 9.62% remains as the disputed portion of the rate increase with an expected resolution date of late October 2023. The temporary rates reflected are subject to partial or full refund if the Commission in its final order approves an amount less than the increase allowed by the temporary rate schedule.

E-Billing and Bill Pay Service

Sign up for paperless E-billing - it's fast, easy and free. Just go to our Web site, mainewater.com, click on the green button labeled "Pay your bill" and register. Once registered, you'll get an e-mail when your bill is ready and if desired pay your bill or sign up for autopay.



Water Usage History



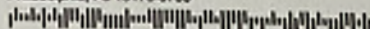
Remittance Section

Service Address: 35 ARROWWOOD DR.
Account Number: 0370230000
Payment Due Date: 12/11/2023
Total Amount Due: \$197.33

Amount Enclosed: \$

Please make check payable to Maine Water. Print your account number on your check, then mail to address below.

MAINE WATER COMPANY
P. O. Box 70700
Philadelphia, Pa 19176-0700





Customer Name
MARGO POIRIER
Service Address
**35 ARROWWOOD DR.
BIDDEFORD ME**

Water Statement
RESIDENTIAL
Billing Date
08/14/2023

Account Number
0370230000
Payment Due Date
09/08/2023
page 1 of 2

P. O. Box 70700 Philadelphia, Pa 19176-0700

Account Summary

Amount of Last Bill:	\$98.63
Payments Received: Thank You	\$98.63
Balance Forward:	\$0.00
Late Payment Charge:	\$0.00
New Charges:	\$138.91
Total Amount Due:	\$138.91

Billing Detail

Current Charges:	
Water Charge	\$138.91
Water Infrastructure Charge	\$0.00
Line Backer	\$0.00

Total Current Charges:	\$138.91
Total Amount Due By 09/08/2023:	\$138.91

Meter Reading Data

Billing Period: MAY 12 to AUG 11
Next billing on or about NOV 11

Meter	Reading	Type	Read
01	Current	Actual	565
01	Previous	Actual	547
Total Usage (100 CF)			18

Days of Service this Period: 91 *Readings are in 100 Cubic Feet (CF)
Average daily usage is: 0 Gallons 1 CF equals 7.48 gallons (Contingent on CF)
Average daily cost is: \$1.53

A late payment charge of 0.949% will be applied at the end of each month on any over due unpaid balance.

The Maine P.U.C. has implemented rules for water utilities to encourage a more timely and systematic replacement of aging infrastructure. The water infrastructure charge is reflected on this billing. Call customer service for more information at 1.800.287.1643.

TL9XV12F



P. O. Box 70700
Philadelphia, Pa 19176-0700

Address Service Requested

Water Bill

MARGO POIRIER
35 ARROWWOOD DR.
BIDDEFORD ME 04205-7049

Check here for change of address (see reverse for details)

0370230000000138916



Message Center

Our Linebacker Protection Plan was first introduced in 2013. After ten years of providing this service to our customers we have found it necessary to increase the rate slightly. It will increase by 75 cents per month. Feel free to call with any questions.

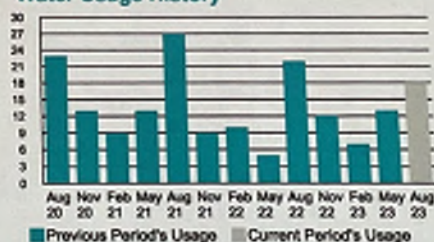
E-Billing and Bill Pay Service

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If you have any questions or comments on your statement please call 207.282.1643 or 1.800.287.1643 at your convenience. We have customer service specialists available to assist.

Water Usage History



Remittance Section

Service Address: 35 ARROWWOOD DR.
Account Number: 0370230000
Payment Due Date: 09/08/2023
Total Amount Due: \$138.91

Amount Enclosed: \$ _____

Please make check payable to Maine Water. Print your account number on your check, then mail to address below.

MAINE WATER COMPANY
P. O. Box 70700
Philadelphia, Pa 19176-0700





Customer Name
MARGO POIRIER
Service Address
**35 ARROWWOOD DR.
BIDDEFORD ME**

Water Statement
RESIDENTIAL
Billing Date
08/14/2023

Account Number
0370230000
Payment Due Date
09/08/2023
page 1 of 2

P. O. Box 70700 Philadelphia, Pa 19176-0700

Account Summary

Amount of Last Bill:	\$98.63
Payments Received: Thank You	\$98.63
Balance Forward:	\$0.00
Late Payment Charge:	\$0.00
New Charges:	\$138.91
Total Amount Due:	\$138.91

Billing Detail

Current Charges:	
Water Charge	\$138.91
Water Infrastructure Charge	\$0.00
Line Backer	\$0.00

Total Current Charges:	\$138.91
Total Amount Due By 09/08/2023:	\$138.91

Meter Reading Data

Billing Period: MAY 12 to AUG 11
Next billing on or about NOV 11

Meter	Reading	Type	Read
01	Current	Actual	565
01	Previous	Actual	547
Total Usage (100 CF)			18

Days of Service this Period: 91 *Readings are in 100 Cubic Feet (CF)
Average daily usage is: 0 Gallons 1 CF equals 7.48 gallons (Contingent on CF)
Average daily cost is: \$1.53

A late payment charge of 0.949% will be applied at the end of each month on any over due unpaid balance.

The Maine P.U.C. has implemented rules for water utilities to encourage a more timely and systematic replacement of aging infrastructure. The water infrastructure charge is reflected on this billing. Call customer service for more information at 1.800.287.1643.

TL9XV12F



P. O. Box 70700
Philadelphia, Pa 19176-0700

Address Service Requested

Water Bill

MARGO POIRIER
35 ARROWWOOD DR.
BIDDEFORD ME 04205-7049

Check here for change of address (see reverse for details)

0370230000000138916



Message Center

Our Linebacker Protection Plan was first introduced in 2013. After ten years of providing this service to our customers we have found it necessary to increase the rate slightly. It will increase by 75 cents per month. Feel free to call with any questions.

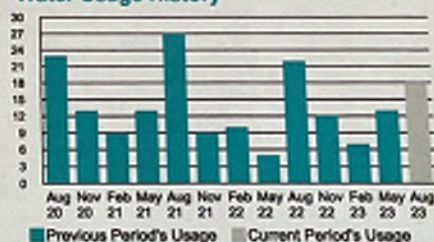
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If you have any questions or comments on your statement please call 207.282.1643 or 1.800.287.1643 at your convenience. We have customer service specialists available to assist.

Water Usage History



Remittance Section

Service Address: 35 ARROWWOOD DR.
Account Number: 0370230000
Payment Due Date: 09/08/2023
Total Amount Due: \$138.91

Amount Enclosed: \$ _____

Please make check payable to Maine Water. Print your account number on your check, then mail to address below.

MAINE WATER COMPANY
P. O. Box 70700
Philadelphia, Pa 19176-0700





P. O. Box 70700 Philadelphia, Pa 19176-0700

Customer Name
MARGO POIRIER
Service Address
**35 ARROWWOOD DR.
BIDDEFORD ME**

Water Statement
RESIDENTIAL
Billing Date
02/16/2024

Account Number
0370230000
Payment Due Date
03/12/2024
page 1 of 2

Account Summary

Amount of Last Bill:	\$197.33
Payments Received: Thank You	\$197.33
Balance Forward:	\$0.00
Late Payment Charge:	\$0.00
New Charges:	\$86.76
Total Amount Due:	\$86.76

Billing Detail

Current Charges:	
Water Charge	\$86.76
Water Infrastructure Charge	\$0.00
Line Backer	\$0.00
Total Current Charges:	\$86.76
Total Amount Due By 03/12/2024:	\$86.76

Meter Reading Data

Billing Period: **NOV 09 to FEB 09**
Next billing on or about **MAY 09**

Meter	Reading	Type	Read
01	Current	Actual	552
01	Previous	Actual	575
Total Usage (100 CF)			7

Days of Service this Period: **92** *Readings are in 100 Cubic Feet (CF)
Average daily usage is: **0 Gallons** 1 CF equals 7.48 gallons (Contingent on CF)
Average daily cost is: **\$0.94**

A late payment charge of 0.949% will be applied at the end of each month on any over due unpaid balance.

The Maine P.U.C. has implemented rules for water utilities to encourage a more timely and systematic replacement of aging infrastructure. The water infrastructure charge is reflected on this billing. Call customer service for more information at 1.800.287.1643.

TL8XV12F



P. O. Box 70700
Philadelphia, Pa 19176-0700

Address Service Requested

Water Bill

MARGO POIRIER
35 ARROWWOOD DR.
BIDDEFORD ME 04006-7043

Message Center

E-Billing and Bill Pay Service

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If you have any questions or comments on your statement, please call 207.282.1543 or 1.800.287.1643 at your convenience. We have customer service specialists available to assist.

Water Usage History



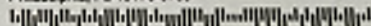
Remittance Section

Service Address: **35 ARROWWOOD DR.**
Account Number: **0370230000**
Payment Due Date: **03/12/2024**
Total Amount Due: **\$86.76**

Amount Enclosed: \$ _____

Please make check payable to Maine Water. Print your account number on your check, then mail to address below.

MAINE WATER COMPANY
P. O. Box 70700
Philadelphia, Pa 19176-0700



Check here for change of address (see reverse for details)

03702300000000&6768





P. O. Box 70700 Philadelphia, Pa 19178-0700

Customer Name
MARGO POIRIER
Service Address
**35 ARROWWOOD DR.
BIDDEFORD ME**

Water Statement
RESIDENTIAL

Billing Date
08/14/2023

Account Number
0370230000

Payment Due Date
09/08/2023

page 1 of 2

Account Summary

Amount of Last Bill:	\$96.63
Payments Received: Thank You	\$96.63
Balance Forward:	\$0.00
Late Payment Charge:	\$0.00
New Charges:	\$138.91
Total Amount Due:	\$138.91

Billing Detail

Current Charges:	\$138.91
Water Charge	\$0.00
Water Infrastructure Charge	\$0.00
Line Backer	\$0.00
Total Current Charges:	\$138.91
Total Amount Due By 09/08/2023:	\$138.91

Meter Reading Data

MAY 12 to AUG 11

Billing Period:

Next billing on or about NOV 11

Meter	Reading	Type	Read
01	Current	Actual	555
01	Previous	Actual	547
Total Usage (100 CF)			8

Days of Service this Period: 91 *Readings are in 100 Cubic Feet (CF)
 Average daily usage is: 8 Gallons 1 CF equals 7.48 gallons (Contingent on CF)
 Average daily cost is: \$1.53

A late payment charge of 0.945% will be applied at the end of each month on any over due unpaid balance.

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TL9XV12F



P. O. Box 70700
Philadelphia, Pa 19178-0700

Address Service Requested

Water Bill

MARGO POIRIER
35 ARROWWOOD DR.
BIDDEFORD ME 04505-7049

Check here for change of address (see reverse for details)

037023000000138916



Message Center

Our Linebacker Protection Plan was first introduced in 2013. After ten years of providing this service to our customers we have found it necessary to increase the rate slightly. It will increase by 75 cents per month. Feel free to call with any questions.

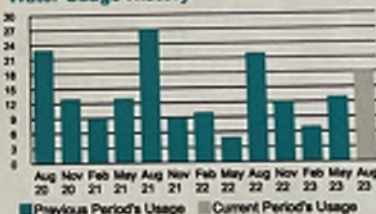
E-Billing and Bill Pay Service

Sign up for paperless E-billing - it's fast, easy and free. Just go to our Web site, mainewater.com, click on the green button labeled "Pay your bill" and register. Once registered, you'll get an e-mail when your bill is ready and if desired pay your bill or sign up for auto-pay.



If you have any questions or comments on your statement please call 207.282.1543 or 1.800.287.1643 at your convenience. We have customer service specialists available to assist.

Water Usage History



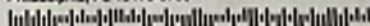
Remittance Section

Service Address: 35 ARROWWOOD DR.
 Account Number: 0370230000
 Payment Due Date: 09/08/2023
 Total Amount Due: \$138.91

Amount Enclosed: \$ _____

Please make check payable to Maine Water. Print your account number on your check, then mail to address below.

MAINE WATER COMPANY
P. O. Box 70700
Philadelphia, Pa 19178-0700





P. O. Box 70700 Philadelphia, Pa 19176-0700

Customer Name
MARGO POIRIER
Service Address
**35 ARROWWOOD DR.
BIDDEFORD ME**Water Statement
RESIDENTIAL
Billing Date
05/16/2023Account Number
0370230000
Payment Due Date
06/12/2023
page 1 of 2**Account Summary**

Amount of Last Bill:	\$68.25
Payments Received: Thank You	\$68.25
Balance Forward:	\$0.00
Late Payment Charge:	\$0.00
New Charges:	\$96.63
Total Amount Due:	\$96.63

Billing Detail

Current Charges:	
Water Charge	\$111.59
Water Infrastructure Charge	\$0.00
Rate Smoothing RSM Credit	\$14.95CR
Line Backer	\$0.00
Total Current Charges:	\$96.63
Total Amount Due By 06/12/2023:	\$96.63

Meter Reading Data

FEB 13 to MAY 12

Billing Period:

Next billing on or about AUG 12

Meter	Reading	Type	Read
01	Current	Actual	547
01	Previous	Actual	534
Total Usage (100 CF)			13

Days of Service this Period: 88 *Readings are in 100 Cubic Feet (CF)
Average daily usage is: 8 Gallons 1 CF equals 7.48 gallons (Contingent on CF)
Average daily cost is: \$1.19

A late payment charge of 0.949% will be applied at the end of each month on any over due unpaid balance.

The Maine P.U.C. has implemented rules for water utilities to encourage a more timely and systematic replacement of aging infrastructure. The water infrastructure charge is reflected on this billing. Call customer service for more information at 1.800.287.1643.

TL9XV12F

P. O. Box 70700
Philadelphia, Pa 19176-0700

Address Service Requested

Water BillMARGO POIRIER
35 ARROWWOOD DR.
BIDDEFORD ME 04205-7049 Check here for change of address (see reverse for details)

037023000000096635

**Message Center**

Each year Maine Water Company provides customers with an annual CCR (Consumer Confidence Report) which contains important information about your drinking water. In an effort to be environmentally responsible, we are posting the 2022 Water Quality Report online rather than printing and mailing them to every customer. The direct URL to your report is www.mainewater.com/WQReport/BiddefordSeco. Call 1.800.287.1643 for a printed version.

Our Linebacker Protection Plan was first introduced in 2013. After ten years of providing this service to our customers we have found it necessary to increase the rate slightly. It will increase by 75 cents per month. Feel free to call with any questions.

E-Billing and Bill Pay Service

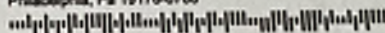
Sign up for paperless e-billing - It's fast, easy and free. Just go to our Web site, mainewater.com, click on the green button labeled "Pay your bill" and register. Once registered, you'll get an e-mail when your bill is ready and if desired pay your bill or sign up for auto-pay.

**Water Usage History****Remittance Section**

Service Address:	35 ARROWWOOD DR.
Account Number:	0370230000
Payment Due Date:	06/12/2023
Total Amount Due:	\$96.63

Amount Enclosed: \$ _____

Please make check payable to Maine Water. Print your account number on your check, then mail to address below.

MAINE WATER COMPANY
P. O. Box 70700
Philadelphia, Pa 19176-0700

**City of Biddeford**PO Box 586
Biddeford, ME 04005-0586
207-286-9387**SEWER USE BILLING****Customer Copy**

Keep this portion for your records.

BILL IS DUE UPON RECEIPT

Customer			Service Location	
POIRIER MARGO			35 ARROWWOOD DRIVE	
Bill Number	Bill Date	Customer Number	Account Number	Due Date
49470	11/09/2024	30172	017273	12/27/2024

POIRIER MARGO
35 ARROWWOOD DR
BIDDEFORD ME 04005-7549

DESCRIPTION	PRESENT READ DATE	PREVIOUS READ DATE	PRESENT METER READ	PREVIOUS METER READ	READ CODE	USAGE	CHARGE
SEWER	05/10/2024	02/09/2024	5800	5000	A	700	\$56.16
Last Pay Amt	Last Payment Date	Total Outstanding	Interest/Penalty	Current Charges	Amount Due		
\$133.10	10/6/2024	\$0.00	\$0.00	\$56.16	\$56.16		

To avoid interest costs and/or real estate tax lien and foreclosure under Maine statutes, all sewer charges must be paid. This bill will be subject to an interest charge 31 days after billing date. Past due 31 days from billing date.

Make this the last bill you get in the mail.
Sign up for Paperless Billing Today
www.biddefordmaine.org

To avoid standing in line, it is recommended that bills be paid by mail. Please make check or money order payable to CITY OF BIDDEFORD and return the payment stub below by mail to the payment address below. If paying in person, bring the payment portion to: City Hall, 265 Main St., Ground Floor.

YOU MAY PAY YOUR BILL BY CREDIT OR DEBIT CARD WHEN VISITING CITY HALL.

Detach and return the portion below with your payment.

**City of Biddeford**PO Box 0235
Bridleboro, VT 05303-0235
207-286-9387**NOTE: Payments made after
12/27/2024 will accrue interest****SEWER USE BILL
Remittance Copy**

Customer			Service Location	
POIRIER MARGO			35 ARROWWOOD DRIVE	
Bill Number	Bill Date	Customer Number	Account Number	Current Charges
49470	11/09/2024	30172	017273	\$56.16
Total Outstanding			Interest/Penalty	
\$0.00			\$0.00	
Due Date			Amount Due	
12/27/2024			\$56.16	
Amount Paid				

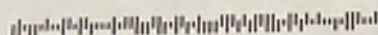
POIRIER MARGO
35 ARROWWOOD DR
BIDDEFORD ME 04005-7049

**City of Biddeford**PO Box 598
Biddeford, ME 04005-0598
207-286-9387**SEWER USE BILLING****Customer Copy**

Keep this portion for your records

BILL IS DUE UPON RECEIPT

Customer			Service Location	
POIRIER MARGO			35 ARROWWOOD DRIVE	
Bill Number	Bill Date	Customer Number	Account Number	Due Date
495598	12/26/2024	30172	017273	01/28/2025

POIRIER MARGO
35 ARROWWOOD DR
BIDDEFORD ME 04005-7049

DESCRIPTION	PRESENT READ DATE	PREVIOUS READ DATE	PRESENT METER READ	PREVIOUS METER READ	READ CODE	USAGE	CHARGE
SEWER	08/09/2024	05/10/2024	72100	58900	A	13200	\$902.88
Last Pay Amt		Last Payment Date	Total Outstanding	Interest/Penalty	Current Charges	Amount Due	
\$56.16		12/05/2024	\$0.00	\$0.00	\$902.88	\$902.88	

To avoid interest costs and/or real estate tax lien and foreclosure under Maine statutes, all sewer charges must be paid. This bill will be subject to an interest charge 31 days after billing date. Past due 31 days from billing date.



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YOU MAY PAY YOUR BILL BY CREDIT OR DEBIT CARD WHEN VISITING CITY HALL.

Detach and return the portion below with your payment

**City of Biddeford**PO Box 0235
Brattleboro, VT 05302-0235
207-286-9387**NOTE: Payments made after
01/28/2025 will accrue interest****SEWER USE BILL
Remittance Copy**

Customer			Service Location	
POIRIER MARGO			35 ARROWWOOD DRIVE	
Bill Number	Bill Date	Customer Number	Account Number	Current Charges
495598	12/26/2024	30172	017273	\$902.88
Total Outstanding			Interest/Penalty	
\$0.00			\$0.00	
Due Date			Amount Due	
01/28/2025			\$902.88	
Amount Paid				

POIRIER MARGO
35 ARROWWOOD DR
BIDDEFORD ME 04005-7049

05056042025500495598500000902882

**City of Biddeford**PO Box 586
Biddeford, ME 04005-0586
207-286-9387**SEWER USE BILLING****Customer Copy**

Keep this portion for your records

BILL IS DUE UPON RECEIPT

Customer			Service Location	
POIRIER MARGO			35 ARROWWOOD DRIVE	
Bill Number	Bill Date	Customer Number	Account Number	Due Date
486389	04/05/2024	30172	017273	05/05/2024

POIRIER MARGO
35 ARROWWOOD DR
BIDDEFORD ME 04005-7049

DESCRIPTION	PRESENT READ DATE	PREVIOUS READ DATE	PRESENT METER READ	PREVIOUS METER READ	READ CODE	USAGE	CHARGE
SEWER	02/09/2024	11/09/2023	58290	57500	A	700	\$56.16
Last Pay Amt	Last Payment Date	Past Due Amount	Interest/Penalty	Current Charges	Amount Due		
\$313.50	02/12/2024	\$9.75	\$0.06	\$56.16	\$465.97		

To avoid interest costs and/or real estate tax lien and foreclosure under Maine statutes, all sewer charges must be paid. This bill will be subject to an interest charge 31 days after billing date. Past due 31 days from billing date.

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www.biddefordmaine.org

To avoid standing in line, it is recommended that bills be paid by mail. Please make check or money order payable to CITY OF BIDDEFORD and return the payment stub below by mail to the payment address below. If paying in person, bring the payment portion to: City Hall, 205 Main St., Ground Floor

YOU MAY PAY YOUR BILL BY CREDIT OR DEBIT CARD WHEN VISITING CITY HALL

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**City of Biddeford**PO Box 0235
Brattleboro, VT 05302-0235
207-286-9387NOTE: Payments made after
05/05/2024 will accrue interest**SEWER USE BILL
Remittance Copy**

Customer			Service Location	
POIRIER MARGO			35 ARROWWOOD DRIVE	
Bill Number	Bill Date	Customer Number	Account Number	Current Charges
486389	04/05/2024	30172	017273	\$56.16
Past Due Amount			Interest/Penalty	
\$9.75			\$0.06	
Due Date			Amount Due	
05/05/2024			\$465.97	
Amount Paid				

POIRIER MARGO
35 ARROWWOOD DR
BIDDEFORD ME 04005-7049

18%



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9/3/2024
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Pump Marge Parnier MP
75151: 70033071899511 1953

GUARDIAN SAFETY TELCO



Sewer User Abatement Policy

DEFINITIONS

ABATEMENT: A deduction from the full amount of a sewer bill because of hardship or any other extraordinary circumstances that would have to be authorized by the Wastewater Commission.

ADJUSTMENT: A correction or modification of the sewer bill because of a submeter reading.

CREDIT: A deduction from the sewer bill because of a water leak, etc.

SEWER USER ABATEMENT POLICY

No abatement will be considered if over 90 days from the most current billing Date.

Wastewater, which did not enter the sewer system:

Based on evidence of receipts/invoice provided by homeowners/business professionals, or by inspection by a City Employee, then the city will abate all the difference between the current consumption value and the average of the last three years of billing history. In the event that the previous billing consumption values are estimated or are suspect, then the Comptroller will substitute representative consumption values.

Wastewater, which did enter the sewer system:

If, in the opinion of the Commission, the wastewater did enter the collection system, then partial abatements may be given based on the following criteria, except no abatement will be considered that will reduce the bill below the minimum charge.

Billing Errors:

The City may issue a “make-up” bill for services that the user received, but were previously unbilled.

- (1) If the “make-up” bill is for service that was unbilled because of an error; made by the City or the Biddeford-Saco Water Company, or a meter failure that could not reasonably have been detected by either the City, the Water Company, or the user; then the City may bill or collect for services that occurred for one (1) year prior to the issuance of the “make-up” bill for a period not to exceed one (1) year from the issuance of the “make-up” bill.
- (2) If the “make-up” bill is for service that was previously unbilled because of unauthorized use or misrepresentation by the user, the City may bill for service that occurred up to ten (10) years before the issuance of the “make-up” bill.
- (3) In all cases where actual flow data is unavailable, the Commission shall estimate the water usage based on Historical usage, comparable facilities, or engineering estimates. No abatement will be considered that will reduce the bill below the minimum charge.

Leaking Fixtures:

If, in the opinion of the Commission, water entered the sewer system from a leaking fixture, it will only come to the Commission if over \$999.99, or at the discretion of the Comptroller of City Services. The Commission can abate up to 50% of the difference between the highest consumption value and the average consumption value over the previous three years.

The above shall follow all procedures of PFA (Petition For Abatement).

Abatement Amount = (Disputed consumption – Highest Consumption) X (up to) 50%

Appeal Process:

The decision made by the Wastewater Commission, denying the abatement, under this section can be appealed by the owner to the Finance Committee in writing. The Wastewater Commission reasons for its decisions shall be included in the writing forwarded to the Finance Committee. Action by the finance Committee shall notify the Wastewater Commission and the claimant of the time and place when the Finance Committee will take up the recommendation of the Wastewater Commission. If the claimant disagrees with the recommendation of the Wastewater Commission, the claimant shall be given an opportunity to show that the recommendation is arbitrary, capricious, or unsupported by substantial evidence. The Wastewater Commission shall also be given the opportunity to be heard. The Finance Committee shall approve the recommendations of the Wastewater Commission unless it finds that it is arbitrary, capricious, or unsupported by substantial evidence. The Finance Committee shall order the claim dismissed or paid in accordance with this decision, which shall be final.

Revised September 13, 2006

REQUIREMENT OF PETITION FOR ABATEMENT (PFA)/CREDIT

- A. Customers requesting an abatement/credit for a leak must do so in writing.
- B. The customer **must** include a copy of the plumbers repair bill or a store receipt for the parts purchased for the repair.
- C. The letter should include a current reading from the water meter.

Note: the meter reading is important due to the fact that the water company will sometimes estimate the quarter due to inability of entering the building or the remote reader may be malfunctioning.

- D. The billing department will provide a history of the account in question.
- E. This information will provide a paper trail for the customer's history and also be available in the future for audits.
- F. The Commission will make a determination for completeness of request. In the event more information is needed by the commission, the applicant will be notified to supply additional information. If the request is deemed complete, the commission may take action on the request.
- G. The commission will notify the applicant the date and time of meeting. The customer does not have to appear before the board, but may do so if they wish.
- H. An agent for the City can make an appointment with the customer to verify the provided information if necessary.

Revised: August 2003

ADJUSTMENT CALCULATION

There will probably be 1 or 2 quarters affected by the leak. Look at the history and determine what regular consumption is for the same time frame for the last three years. The highest consumption used or no lower than minimum.

EX:	03/01/02	4400	03/01/01	1400
			03/01/00	800
			0301/99	900

$4400 - 1400 = 3000$ cubic feet in question

$3000 / 2 = 1500$ cubic feet allowed to abate

$1500 \times \$4.76 = \71.40 Total dollars abated

A letter should accompany the abatement to the homeowner along with a copy of the abatement policy. This leaves no question.

Adopted: June, 2003



City of Biddeford, Maine
PFA FORM

Date: _____ PFA #: _____ Account #: _____
Name: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Meter Location: _____
Business _____ Resident _____ Other _____
Requested amount to be abated: _____

SAMPLE

Please attach a short note and any copies of repair bills and/or store slips receipts for parts purchased, by you, for repairs. If you need additional space, please use back of this form.

_____ Customers requesting an abatement for a leak must do so in writing, within 90 days of the Billing Date.
_____ The Customers must include a copy of the plumbers repair bill or a store receipt for the parts purchased for the repair.
_____ The letter should include a current reading from the water meter.
_____ Note: The meter reading is important due to the fact that the water company will sometimes estimate the quarter due to inability of entering the building or the remoter reader may be malfunctioning.
_____ The billing department will provide a history of the account in question.
_____ This information will provide a paper trail for the Customers' history and also be available in the future for audits. (A file by "Customer Last Name" should be established for these records.
_____ The Customer shall provide, in advance, all required information to the Wastewater Commission in support of their request so that the Board can make a determination of completeness. Prior to the next scheduled meeting, the Customer will be notified. At the next scheduled meeting, the decision of the Customer's claim will be disclosed.
_____ An agent for the City can make an appointment with the Customer to verify the validity of the abatement claim.

NOTE: ALL SEWER BILLS TO BE PAID IN FULL BEFORE BEING FORWARDED TO THE WASTEWATER MANAGEMENT COMMISSION

OFFICE USE ONLY

Action taken meeting of _____, 20____
Date: _____
WWMC Chairperson _____
Approved _____ Disapproved _____ Approved Conditionally _____

The Following Notice Is To Be Placed In A Local Newspaper Of Community-Wide Circulation.

NOTICE OF CATEGORICAL EXCLUSION
NOTICE TO ALL INTERESTED PERSONS

The Department of Environmental Protection has issued a categorical exclusion in compliance with Section C of the State of Maine's Clean Water State Revolving Fund rules, Chapter 595, on behalf of the City of Biddeford to exempt a proposed action from the substantive environmental review requirements.

The proposed action has been amended to include 260 feet of new 48-inch Storm Drain pipe, replacing an existing 36-inch pipe between two points to the east of Main Street. This action will aid future Combined Sewer Overflow (CSO) projects and is part of the City's approved CSO reduction Master Plan.

A review of the proposed action by the DEP has indicated that it meets the criteria for a Categorical Exclusion. Specifically, the proposed action is directed solely toward rehabilitation, minor upgrading, and minor expansion of existing facilities. This exclusion may be revoked at any time if any of the criteria used for its issuance are violated.

Further records in regard to the project are on file and are available for public review at the City Hall, 205 Main Street, Biddeford, Maine or by request from Craig.Chekan@biddefordmaine.org, and at the Department of Environmental Protection by request from Zoe.LeBlanc@maine.gov. Comments relative to this decision may be submitted to the town or DEP within fifteen days.