



Water Department
562 Winterbrook Road, Campton, NH 03223
Phone: (603) 726-3082 | Fax: (603) 726-8611
www.waterville-estatesnh.gov

Water Billing FAQ – November 2022

Q: When are bills due?

A: December 1, 2022. All bills that are 30 days past due will be assessed a 1% finance charge per the WEVD Water Ordinance and the WEVD Water Department's Collection Policy. Both can be found on our website – www.waterville-estatesnh.gov – on the Water & Roads page.

Q: What period is this bill for?

A: January 1, 2023 through June 30, 2023

Q: How did my bill amount get determined?

A: On October 16, 2022, a public hearing was held by the WEVD Commission to discuss the adjustment of water rates based on the estimated WEVD Water Department budget for 2023. You can read the minutes at www.waterville-estatesnh.gov

Q: Can I set up a payment plan?

A: Yes. Please contact Allison Smith either via email at a.smith@waterville-estates.com or phone at 603-726-3082.

Q: How often are we going to get billed for water?

A: Bills are sent every six months – once in May and once in November.

Q: Why am I getting multiple bills?

A: Billing is per eligible property meaning that if you own 3 lots and 2 houses, you will get a total of 5 bills. The only way to reduce the number of bills received is to merge abutting properties into one with the town in which they reside.

Q: How can I get a meter?

A: You can fill out a meter request form found on our website (above) or at the front desk. Please return the form to 562 Winterbrook Rd, Campton NH 03223 or via email to a.smith@waterville-estates.com. **Installing a meter does not switch you to a per-gallon billing system.** We need more data to support those calculations.

Q: We are second homeowners and are only at the Estates part-time. Why do we have to pay for water all year?

A: All water systems have basic operating budgets that keep the water systems available to all users when called on. The long-term goal for all homes within WEVD is to have meters installed and bill based on usage however, this billing structure is not an option at this time. See previous questions and answers for information on metering.

Q: I own an undeveloped/unbuildable lot. Why am I getting billed for water?

A: Under the ordinance adopted in August 2021, all properties and homes within the bounds of Waterville Estates Village District that are also within 100 ft of a water main are subject to billing. Lots that are specified as unbuildable in their deed could be eligible for an abatement. If you feel this applies to your current situation, please contact Allison Smith either via email at a.smith@waterville-estates.com or phone at 603-726-3082.

Q: I've never had to pay for water before in the Estates, why do I have to pay now?

A: Previously, the water system was funded exclusively through tax revenues until 2018. Beginning in 2018, the system was funded by taxes and a \$200 annual fee assessed to homes. With these structures, when you paid taxes for property in the Estates, you paid for water service. In 2021, the Commission used the \$200 annual fee and unreserved fund balance to fund the Water Department. The water ordinance adopted in August 2021 changed the billing structure to be rate-based and on a bi-annual billing cycle separate from taxes. Collections from these rates are what fund the Water Department's budget.

Q: Where can I find the water ordinance?

A: The water ordinance can be found at www.waterville-estatesnh.gov on the "Water & Roads" page.

Q: What are the rates for water?

A: As adopted by the WEVD Commission on October 26, 2022 water rates are as follows:

Property Type	Estimated Annual Rate	November 2022	Change from May 2022
Undeveloped	\$ 198.00	\$ 99.00	+ \$85.37
One Bedroom	\$ 688.03	\$ 344.01	- \$22.97
Two Bedroom	\$ 933.04	\$ 466.52	- \$77.12
Three Bedroom	\$ 1,178.06	\$ 589.03	- \$131.28
Four Bedroom	\$ 1,423.08	\$ 711.54	- \$185.44
Five Bedroom	\$ 1,668.09	\$ 834.05	- \$239.60
Six Bedroom	\$ 1,913.11	\$ 956.55	- \$293.77
Seven Bedroom or Larger	\$ 2,158.13	\$ 1,079.06	- \$347.92