



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

Water Billing FAQ – May 2023

Q: When are bills due?

A: June 2, 2023

Q: What period is this bill for?

A: Jul 1, 2023 through December 31, 2023

Q: How can I pay my bill?

A: There are several ways you can pay your bill.

- Cash
- Check: made payable to **WEVD Water Department** sent to or dropped off at 562 Winterbrook Rd, Campton, NH 03223
- ACH & Autopayment: Call 603-726-3082 or email a.smith@waterville-estates.com
- Online & Phone: coming soon. We are converting billing software and the electronic payment system is taking some extra time. We expect this to be up and running no later than May 22, 2023. More information to come.

Q: How did my bill amount get determined?

A: On May 2, 2023, a public hearing was held by the WEVD Commission to discuss the adjustment of water rates based on the approved 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 by phone at 603-726-3082.

Q: How often do we get billed for water?

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

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. To reduce the number of bills you receive you can contact the town in which the property is located and ask about mergers or other ways to remove the property from the tax roll.

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

A: The water system needs to be functional regardless of if a home is occupied or not – that is a responsibility of the District. Without meters, a fixed rate system is the avenue by which billing is determined. Due to the failure of Article #10 at the 2023 Annual Meeting, meters are not currently under consideration. Meetings are upcoming to work out the effects of this vote.

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 or other official paperwork may be eligible for abatement. If you feel this applies to your current situation, please contact Allison Smith via email at a.smith@waterville-estates.com or at 603-726-3082.

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: 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: What are the rates for water?

A: As adopted by the WEVD Commission on May 2, 2023 water rates are as follows:

Property Type	Annual	May 2023	November 2022
Undeveloped	\$ 187.25	\$ 88.25	\$ 99.00
One Bedroom	\$ 647.72	\$ 303.71	\$ 344.01
Two Bedroom	\$ 877.96	\$ 411.44	\$ 466.52
Three Bedroom	\$ 1,108.20	\$ 519.17	\$ 589.03
Four Bedroom	\$ 1,338.44	\$ 626.90	\$ 711.54
Five Bedroom	\$ 1,568.68	\$ 734.63	\$ 834.05
Six Bedroom	\$ 1,798.91	\$ 842.36	\$ 956.55
Seven Bedroom or Larger	\$ 1,079.06	N/A	\$ 1,079.06