
Winter on Cape Cod...

Protection of water meter and water services from damage and/or freezing are the **homeowner's** responsibility.

- ◆ If your home is used as a seasonal home, during the winter months it is *critical* that the meter be left in a heated location to prevent freezing.
- ◆ If possible, it is always a good idea to have a local caretaker check on the property periodically.
- ◆ Please be aware that should power outages be experienced, heat may be cut off from the property, which leaves the meter and/or service at risk for freezing.
- ◆ Should the water meter and/or water service freeze, the homeowner is responsible for paying for replacement of the water meter and other damaged, frozen equipment and piping. All water consumption that passes through a broken pipe, or water meter, will be billed to the homeowner. All charges are the responsibility of the homeowner.

Seasonal Services Offered

- ◆ The Harwich Water Department offers a seasonal services to ensure that the water meter and services do not freeze during the cold winter months. If you will be away from the property for an extended time, we recommend that this seasonal service be performed.
- ◆ The Water Department requires a minimum of **two (2) weeks** notice for all seasonal work.
- ◆ Please keep in mind, during the two week notification the homeowner is responsible for taking into account weather conditions and temperatures.
- ◆ Access to the water meter must be provided by either a key hidden or in a lock box, or an unlocked door/bulkhead.

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- ◆ In the **FALL**, the house must be drained first to prevent any damage to the interior and exterior plumbing. After this is completed, the Water Department will shut the water off at the street and winterize and cap the meter.
 - ◆ In the **SPRING**, the Water Department goes to property first.
 - ◆ If as a seasonal customer, you wish to keep water on for a winter season, as courtesy please notify the Harwich Water Department so that account status may be changed.

Other Winter Precautions

- ◆ Disconnect and drain outdoor shower and hoses. This allows the water to drain from the pipe. Otherwise, a single hard, overnight freeze can burst either the faucet or the pipe it is connected to.
- ◆ Insulate pipes or faucets in unheated areas. If you have pipelines in an unheated garage or cold crawl space under the house, wrap the water pipes before temperatures plummet.
- ◆ Seal off access doors, air vents and cracks. Repair broken basement windows.
- ◆ Find the master shutoff for your water. It may be near your water heater or washing machine. If a pipe bursts in the house this valve turns it off.

About your water meter....

- ◆ Meters are set by Department personnel **only** and shall not, for any reason, be removed or disturbed from the service line by anyone other than the Department. A fine will be levied for tampering or removal of the water meter from the service line.
- ◆ All customers must provide access to their premises during reasonable hours for any necessary repairs and/or inspections.
- ◆ The homeowner is responsible for protecting both the water meter and water service from freezing conditions.



For further information or questions, please call our office and we will be happy to assist you.



Welcome To Harwich

196 Chatham Rd
Harwich, MA 02645

Phone: 508-432-0304
Fax: 888-774-3557
customerservice@harwichwater.com
www.harwichwater.com

Hours: M-F 8:00 a.m.—4:30 p.m.

WELCOME TO HARWICH

The Harwich Water Department would like to take this opportunity to welcome you as a new customer and resident of the Town of Harwich. We hope that the following information as well as the enclosures in our welcome packet will be helpful to you. If you have any additional questions or concerns, please feel free to contact our Department at 508-432-0304. or visit www.harwichwater.com

Award-winning Water System

The Harwich Water Department has received multiple Department of Environmental Protection *Public System Awards* in recognition of being *One of the 10 Best Run Community Water Systems in the Commonwealth of Massachusetts* as a result of outstanding leadership and dedication of the entire staff of the Harwich Water Department.



We are proud to report that the water provided by the Harwich Water Dept. meets or exceeds all required water-quality standards.

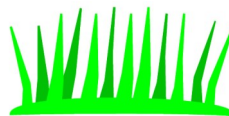
General Information

- ◆ We provide 24 hour on call service for water emergencies only. Evening, weekend, & holiday emergencies should be reported to the Harwich Police Department at (508) 430-7541. Any such call will be relayed to Water Department personnel for prompt attention.
- ◆ The Water Department is governed by an elected 3 member Board of Water Commissioners and is maintained and operated under the guidance of the Water Superintendent who holds certification as a public drinking water system operator.
- ◆ Water is supplied by groundwater from fourteen (14) gravel packed wells located throughout the Town. These wells draw water from the Monomoy Lens Aquifer that provides drinking water for Cape Cod.

- ◆ **Water Main Flushing.** Our semi-annual water main flushing program helps to maintain water quality. This flushing takes place every spring and fall. Please check local newspapers and radio stations for locations and start dates near you.
- ◆ **Service Tight Plan.** Did you know that you own your water service from your property line into your home? Sign up for the Service Tight Protection Plan, guaranteed peace of mind for as little as \$68 per year! Enroll online at www.harwichwater.com or call the office for more information.
- ◆ **The Voice Broadcast Notification System** allows Town officials to send recorded messages to the entire community within moments. You can register for this service at WWW.HARWICHWATER.COM or you can call the office.
- ◆ **Water Conservation.** Our voluntary summer water conservation program encourages customers to water only on odd or even days (depending on your house number & calendar date) between the hours of 4:00 – 8:00 AM and 4:00 – 7:00 PM. This helps our department meet our increased pumping demands and protect our natural resources.
- ◆ **News & Events.** Press releases for scheduled projects are released via local papers Cape Cod Chronicle & Harwich Oracle, radio stations 99.9 WQRC and 106.1 WCOD, our community Channel 18 and our website, www.harwichwater.com.
- ◆ **Water Quality.** For more information about the water quality in Harwich, please refer to our Annual Water Quality Report available by mail and our website.

Water Conservation Tips

- ◆ Keep grass at least 2" high to shade roots and hold moisture.
- ◆ Aerate lawns regularly and use mulch around plants to reduce evaporation.
- ◆ Turf only needs 1" of water per week.



Billing Information

- ◆ Water charges are billed on a quarterly basis every January, April, July and October.
- ◆ Billed water consumption is for the previous three month period.
- ◆ Water bill payments should be made payable to the **Town of Harwich, and sent to: PO BOX 802, READING, MA 01867.**
- ◆ Online payments can be made by visiting our website www.harwichwater.com.
- ◆ All water that passes through the water meter whether used or wasted is billed for and is the responsibility of the homeowner.
- ◆ Customers shall be responsible for furnishing the Water Department with a current mailing address for billing purposes and an up-to-date phone number in case of emergency. Failure to receive bills will not constitute a reason for an extension of time.
- ◆ The Water Department must be notified if a property is being sold. There is a ten (10) day notice period required for all transfers of ownership except for causes set forth in writing and subsequently approved by the Department. The Department will read and calculate a "final" invoice.

Water Rates

- ◆ Water charges are billed every January, April, July and October.
- ◆ A **base rate of \$35.00** is billed quarterly with or without use.
- ◆ All water usage is billed as follows:
 - Tier 1** \$1.29 per 1,000 gallons for FIRST 8,000 gallons (0 to 8,000 gallons)
 - Tier 2** \$2.65 per 1,000 gallons for usage over Tier 1 (8,001 to 15,000 gallons)
 - Tier 3** \$3.95 per 1,000 gallons for usage over Tier 2 (15,001 to 40,000 gallons)
 - Tier 4** \$5.72 per 1,000 gallons for all usage over Tier 3 (40,001+ gallons)