

Town of Harwich
Contacts & Phone Numbers



Harwich Police Department:

Emergency: (508) 432-1212

Other Calls: (508) 430-7541

** All Emergencies dial 911

Harwich Fire Department:

Emergency: (508) 432-2323

Other Calls: (508) 430-7546

** All Emergencies dial 911

Town Treasurer/Tax Collector:

(508) 430-7504

Harwich School Department:

(508) 430-7203-Business Office

Harwich Chamber of Commerce:

(508) 430-1165

(508) 432-1600-Summer

Dump Stickers may be obtained at the
Highway Department, 273 Queen Anne Road

(508) 430-7555

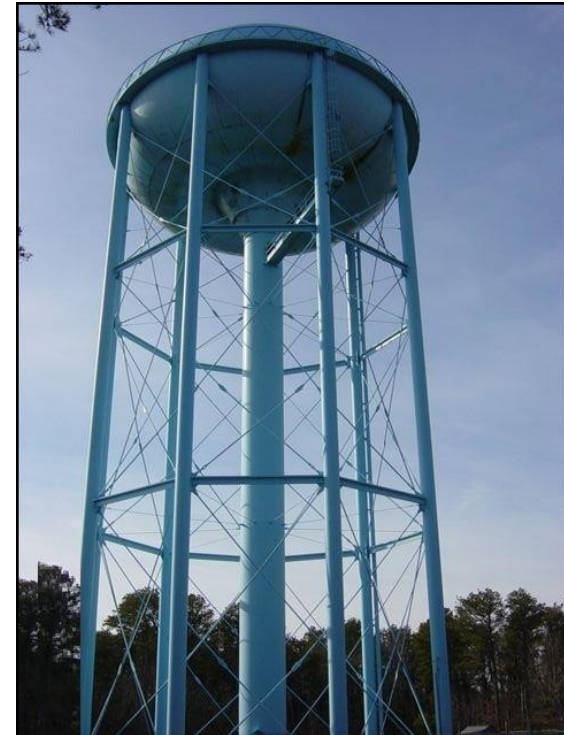
Beach Stickers may be obtained at the
Harwich Community Center, 100 Oak Street

(508) 432-7638

Harwich Water Department



Est. 1935



196 Chatham Rd

Harwich, MA 02645

Office: (508) 432-0304

Fax: (888) 774-3557

Website: www.harwichwater.com

Hours: M-F 8:00 AM - 4:30 PM

WELCOME

We would like to welcome you as a new customer to the Harwich Water Department. We hope that

the following information is helpful. If you have any additional questions or concerns, please feel free to contact our Department.

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 Director of Water Operations 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. Please see our website at www.harwichwater.com.

◆ 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.



◆ 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 today online at www.harwichwater.com or call the office .

◆ The Voice Broadcast Notification System allows Town officials to send recorded messages to the entire community, or a specific area within moments. You can register for this service at

http://www.harwichwater.com/forms/voice_broadcast_system.php or you can call the office .



◆ 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.



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

IN ADDITION YOU SHOULD...

◆ 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. Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. But don't plug air vents your furnace or water heater needs for good combustion.

◆ Find the master shutoff. It may be near your water heater or washing machine. More likely it's where the water line comes into your house from the street. If a pipe bursts anywhere in the house this valve turns it off.

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.
- Visit www.epa.gov/safewater/publicoutreach/index.html for more water conservation tips.

DID YOU KNOW...

- ◆ 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.

OUR SEASONAL SERVICE CAN HELP...

- ◆ Please be aware that the Harwich Water Department offers what we call “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 cost for this service is \$45.00. This charge is billed on your regular water bill, twice per year.

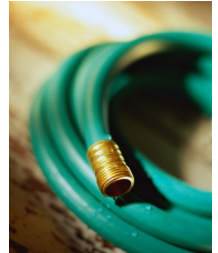
- ◆ The Water Department requires a minimum of **two (2) weeks** notice for all seasonal work.

- ◆ 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.

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

- ◆ 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.

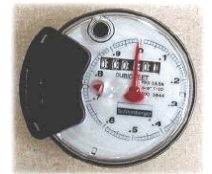


- ◆ Press releases for scheduled projects are released via local papers- Cape Cod Chronicle & Harwich Oracle, radio stations- 99.9 WQRC and 106.1 WCOD, our community channel- Channel 18 and our website, www.harwichwater.com.

- ◆ For more useful information about the Harwich Water Department, please refer to the 2010 Annual Water Quality Report enclosed.

METER INFORMATION

- ◆ All meters shall be set by Water Department personnel **only** and shall not, for any reason, be removed or disturbed from the service line by anyone other than an employee of the Water Department. A fine will be levied for tampering or removal of the water meter from the service line for *any* purposes.



- ◆ All customers must provide access to their premises supplied with water 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.





Leak Detection Checklist:

Step 1: Read the water meter in the evening after all water usage for that day is complete and then again first thing in the morning. If there is any change in the meter reading, this indicates a leak.

Step 2: Check all toilets for leaks by putting food coloring into the back of each toilet tank last thing in the evening before going to sleep. If any coloring appears in the bowl the following morning, this may indicate a leak. Call your plumber for needed repairs.

Step 3: If your toilet doesn't indicate a leak, please check all faucets.

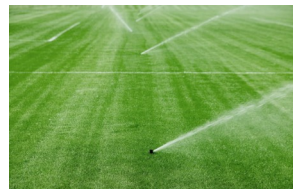


Step 4: If you have underground water lines that run to outbuildings or distant hose bibs, shut them off to try and isolate those fixtures then follow STEP 1. We will be glad to assist you, permitting that personnel are available. Contact our office for further information.

Step 5: If you have an irrigation system, some signs of irrigation leaks are follows:

- Taller, greener vegetation or moss growing around sprinkler heads are signs of a damaged or dirty valve. Clean and replace worn parts.

- Wet spots, mud and eroding soil may indicate a broken pipe. Dry spots in your lawn could also be a sign that a sprinkler is damaged. To locate the source of the leak, dig around the sprinkler.



- Wet spots on pavement also indicate possible leaks. Watch your sprinklers to determine which one is showering the pavement. Turn off the water, and check the sprinkler head and riser. Sprinklers spouting geysers indicate broken sprinkler heads and they should be replaced.

“One drip a second can waste 2,000 gallons a year.”

BILLING INFORMATION

- Water charges are billed on a semi-annual basis. Billed water consumption is for the previous six month period.



- Water bill payments should be made payable to the **Town of Harwich, Collector's Office, 732 Main St., Harwich MA 02645.** Town Hall hours are Mondays from 8:30 am- 8:00 pm, Tuesdays-Thursdays from 8:30 am-4:00 pm and Fridays 8:30 am-Noon.

- Online payments can be made by visiting our website www.harwichwater.com, or by going directly to www.mcc.net.



- 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

The \$65.00 base rate is billed semi-annually with or w/out use WATER USAGE:

Tier 1 \$1.10 per 1,000 gallons for FIRST 15,000 gallons (0 to 15,000 gallons)

Tier 2 \$2.25 per 1,000 gallons for usage over tier 1 (15,001 to 30,000 gallons)

Tier 3 \$3.35 per 1,000 gallons for usage over tier 2 (30,001 to 70,000 gallons)

Tier 4 \$4.85 per 1,000 gal. for all usage over tier 3 (70,001 gal)