



## FREQUENTLY ASKED QUESTIONS

### **What are convenience fees?**

There is a 2.25% convenience fee for all credit/debit cards and a \$1.25 convenience fee for all e-checks. Balances over \$800.00 will need to be processed as multiple transactions using a credit/debit card or can be processed in a single transaction using an e-check. Because the \$800.00 transaction cap for using credit/debit cards, autopay will not process balances over \$800.00 for this payment method, it is recommended you use the e-check payment method.

### **Can I use my checking or savings account to make a payment?**

Yes, at this time you can only do an e-check using your checking or savings account.

### **Where can I find rates for water and sewer service?**

On our website at

<https://gsbsd.org/water/>

under quicklinks: View rates for service.

<https://gsbsd.org/wastewater/>

under quicklinks: View rates and fees for service.

### **Where can I find terms and conditions for water service?**

On our website at

<https://gsbsd.org/water/>

Under quicklinks: See terms and conditions.

### **When are payments posted to my account?**

Credit/debit card and e-check payments made through the customer portal are posted to your account the next business day. Credit/debit card payments made over the phone by calling the office or in person at the office are posted to your account the next business day. Check payments by mail received before 3:00 pm are posted on the same business day. Payments received in person at the office before 3:00 pm are posted on the same business day.

### **If I make a payment through my bank when is it posted to my account?**

Payments made through your bank not using our customer portal are posted to your account the business day they are received. Please note it can take up to 2 weeks to receive a check mailed by your bank.

**When is my payment considered late?**

Your payment is late if it is not received 25 days from the postmark date of your bill. This may result in a disconnect notice.

**Do you lien past due accounts on water and sewer service?**

Yes, if your account is 90 days past the due date and you are the property owner you will receive a demand for payment notice via certified mail. Additional fees will for processing the lien will be added to your account.

**Do you do payment plans?**

Yes, call the office to set up a payment plan to avoid a disconnect notice and/or disconnection of service. Payment plans must be kept and paid on time or a 3 day disconnect notice will be issued.

**What are late fees?**

Account balances that remain unpaid 25 days from the postmark date of your bill, including those with approved payment arrangements, will be subject to late fees. The current late fee is determined annually by the Maine Public Utilities Commission (MPUC). Late fees are printed on your bill as Interest.

**What is a shut off fee?**

Accounts facing disconnection in accordance with MPUC Chapter 660 Guidelines will be subject to one or more fees as applicable. See our water terms and conditions for current fees. This will be listed as a Service Charge on your bill.

**What is the fee for Jobbing on my bill?**

Jobbing fees can include, but are not limited to, replacement parts needed to set a meter, and/or labor costs. Due to the variability of these costs, please contact us if you have any specific questions.

**Why can I only make an autopay payment on the due date?**

To keep convenience fees at the lowest rate possible all autopay payments are scheduled for the due date located on your bill. These payments are posted to your account on the next business day. Autopay payments will not incur late fees.

**Can I make payments in person?**

Yes. Check, cash and credit/debit card payments can be made at our office. Our office is located at the end of Piper Mill Road (121 Piper Mill Road, Damariscotta) at the intersection of School Street and High Street. Office hours are 7:00 am to 3:00 pm M-F. We are closed on major holidays. If no one is in the office to receive your payment we have a locked drop box next to the Customer Entrance door. Check payments can also be made in person at the Reny's Underground upstairs checkout.

**Can I make a payment over the phone?**

Yes, credit/debit card payments can be made over the phone by calling 207-563-5105. A convenience fee applies.

**How do I update my billing address or my phone number?**

If your billing address or phone number changes please contact the office at 207-563-5105 or email [deb@gsbsd.org](mailto:deb@gsbsd.org) to update your customer record in our Billing System. Updating your billing address or phone number in the Customer Portal will not update your customer record in the Billing System.