



## Orange Water Department

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**Water Commissioners**  
Donald Barnes  
Donald Priestley  
Sheri Cleveland

**Superintendent**  
Michael A. Heidorn

**Regular Meetings**  
2nd Monday  
3:15pm

June 16, 2014

**RE: Recent Updates to Rates & Fees Schedule**

Dear Valued Customer:

We are writing to make you aware of recent updates to our Rates & Fees Schedule, as adopted by the Board of Water Commissioners at a publicly advertised hearing on May 19, 2014.

The primary purpose of the updates is to cover a projected shortfall in revenues over the coming year, as well as increasing costs associated with environmental compliance.

The updates include a \$3 addition to the quarterly basic service fee and a \$0.15/100 ft<sup>3</sup> increase in basic water rates. The projected increase in a typical annual bill due to these changes is \$20.

The updates also include the addition of charges for customers who receive shutoff notices, reminders and liens. These charges are intended to offset some of our significant monthly collections costs.

The updated collections charges include a \$10 shutoff notification fee, \$20 shutoff re-notification fee and \$50 lien notification fee. Those of you who pay your bills on time or have arranged alternative payment arrangements in advance will not see any changes as a result of these updates.

As a reminder, shutoff notices are sent out by mail one month prior to the shutoff date. If the overdue amount is not received, customers are hand-delivered a re-notification one week prior to shutoff.

As always, those suffering from financial hardships are encouraged to contact us before receiving a shutoff notice to arrange a convenient payment plan and avoid becoming delinquent.

*OWD works hard to keep water rates and fees as low as possible. The average water bill in Orange is still well below the state average and your tap water costs you less than a penny per gallon.*

Thank you for your continued support and understanding. For a full copy of our most recent Rates & Fees Schedule, please visit [www.townoforange.org](http://www.townoforange.org) or stop by our office.

Respectfully Yours,

Michael A. Heidorn  
Superintendent