

# TO OUR CUSTOMERS

All of the information contained within is governed by City Ordinances (see Chapter 9 of the Code of Ordinances), policies established by City Council and the Utility Policy and Appeals Board, and operating rules and procedures established by the General Services Director (Article 9-1-10, Code of Ordinances).

If you have any questions about our rates, please contact a customer service representative by calling (603) 225-8693. You may also visit our website at [www.concordnh.gov](http://www.concordnh.gov) or direct inquiries to:

General Services Director  
311 N State St.  
Concord, NH 03301  
Tel. (603) 228-2737

Or by e-mail to [generalservices@concordnh.gov](mailto:generalservices@concordnh.gov)

Questions may also be addressed to:

City Manager  
41 Green St.  
Concord, NH 03301  
Tel. (603) 225-8570

Billing disputes may be brought to the attention of:

Utilities Appeals Board  
Deputy City Manager Community Development Dept.  
41 Green St.  
Concord, NH 03301



## WATER RATE SCHEDULE Effective September 1, 2018 (Subject to Change)

For the first..... 300 cf ..... \$7.83  
*(the minimum charge for this class of customers)*  
For the next ..... 3,000 cf ..... \$2.61 per ccf  
For the next..... 30,000 cf ..... \$2.32 per ccf  
For the next...300,000 cf ..... \$2.08 per ccf  
For the next...333,000 cf ..... \$2.00 per ccf

There is a different charge for premises using larger meters. A customer in these classes must enter the chart below at the minimum charge and usage allowance and then calculate the bill using the water rate schedule above. The minimum charge covers the costs of metering, meter reading, bill preparation and mailing your bill.

### MONTHLY MINIMUM CHARGE

METER SIZE	MIN CHARGE	MIN USAGE (CF)
5/8	\$7.83	300
3/4	\$15.66	600
1 OR 1 1/4	\$31.32	1,200
1 1/2	\$70.47	2,700
2	\$120.93	4,800
3	\$271.73	11,300
4	\$450.37	19,000
6	\$961.01	41,900
8	\$2,456.53	113,800
10	\$4,157.97	195,600

### SEWER RATE SCHEDULE Effective September 1, 2018 (Subject to Change)

For the first 300 cf.....\$14.04  
*(the minimum charge for this class of customers)*  
For all above 300 cf .....\$4.68 per ccf

City of Concord

## Summary of Rates & Fees

Rate structures that determine how your monthly bill is calculated are enclosed with instructions on their use. The City also has a fee structure for certain services it provides that are not within the normal scope of water and sewer services to customers.

City of Concord

311 N. State St. Concord, NH 03301

Phone: 603-225-8693

Fax: 603-228-2749

Web: [www.concordnh.gov](http://www.concordnh.gov)

Temporary meter assemblies are available for use. The Department can provide these assemblies for specified uses within 24 hours of the request. A deposit, ranging from \$350 to \$1,600, is required for their use according to the meter's size. The individual is responsible for supplying hoses sufficient for the purposes intended.

The director is authorized by Ordinance (Article 9-1-10) to establish and publish rules and procedures necessary for the operation of the water and sewer systems. The Director is also authorized to establish and adjust fees and charges associated with work performed or services supplied by the Department to the public. Said rules, procedures, fees and charges shall be subject to review and approved by the City Manager and will be incorporated in the annual budget request.

**Common miscellaneous fees are:**

Effective July 1, 2018  
(Subject to Change)

Meter Test Requested .....	\$85.00 up to 3"
.....	\$200.00 over 3"
Damaged Equipment .....	\$174.25 plus
.....	cost of new meter
Extra Meter on Service .....	\$6.25 per month
Temporary Meter Deposit .....	\$350.00-\$1,600.00
Reconnection Fee .....	\$66.00
Meter Reinstallation .....	\$82.50
Turning Water on/off after hours ..	\$236.00



## TERMS OF PAYMENT

The charges for service under these rates are billed monthly and due within thirty days following the billing date printed on the statement. Amounts not paid prior to the due date shall be subject to a late payment charge of one and one-half percent (1 1/2%) per month on the unpaid balance. Bills remaining after sixty days will result in service discontinuance after proper notification by the City to the customer of record and the owner of the property, or the owner's agent. Water service will not be returned until all outstanding amounts, including the reconnection fee, are paid in full. Requests for returning water service after normal business hours will incur additional charges to cover the City's costs. **All charges become an automatic lien upon real estate in accordance with the terms of RSA 38:22, Liens & Collection of Charges.**

## CALCULATING YOUR WATER & SEWER BILL

All water that passes through a meter and is recorded will be used in the bill calculation, whether the water is used or wasted. At unoccupied properties, the minimum charge will be billed if a meter is installed, regardless of whether the water service is turned on or off at the curb valve near the street.

If, for any reason, a meter fails to register, the customer will be charged at their average consumption, as shown by the meter when it was registering.

The failure of the owner or his agent to receive notice of his water bill due does not relieve that person from the obligation of its payment nor from the consequences of its non-payment.

The monthly utility bill generally contains three components: water, sewer and availability. If your property has sprinkler lines or private fire hydrants, you will also receive a monthly Fire Service charge. The City also tests private hydrants each year, also, billed monthly.

### WATER CHARGES

Water Charges are calculated by multiplying the amount of water used by the appropriate rate that is found in the monthly water rate schedule. The amount of water usage is located on the statement as "Consumption in CCF" (hundred cubic feet). The City uses 5/8-inch water meters to meter most residential and small commercial customers. Although customers who use more than 3,300 cubic feet of water during the month need to calculate their bill based upon the incremental volumes and rates listed in the chart, most customers' bills are calculated as consumption times \$2.61 per hundred cubic feet (ccf). There is a minimum monthly bill of \$7.83 for the first 300 cubic feet used (3 ccf) for a 5/8 inch meter. Minimum bills vary based on meter sizes.

### SEWER CHARGES

Sewer charges are similarly calculated by multiplying the metered water usage by the sewer rate of \$4.68 per hundred cubic feet. There is a minimum monthly bill of \$14.04 for the first 300 cubic feet used (3 ccf).

Sewer bills are based upon the metered consumption of water on any premise connected with the sewer

system. This is an industry standard by which the use of water at a property is used as a means to equitably share the costs of operating and maintaining the sanitary sewer system between customers. Obviously it does not measure the actual discharge. To do so would be very expensive for the City and the sewer users. **Credits for water used not entering the sewer (car washing, swimming pools, irrigation, ice rinks, etc.) are not given.**

At any premise which does not have City water service and is connected to the City's sewer system, either a meter may be placed on the water supply (well, etc.) or the customer may be billed at the minimum rate. If that appears inequitable, then the charge shall be determined by temporarily gauging the amount of use either at the point of consumption or discharge, and fixing the charge according to the table set forth.

At any premise where there is both a metered supply of water and a non-metered private supply of water, the bill shall be determined by combining the procedures stated above. In these cases, it is likely separate bills for each supply will be produced.

In all other instances, where none of the above standards can reasonably be applied, an adjustment of charges may be made by the execution of a contract between the owner and the City. However, such a contract shall not be binding upon the City unless approved by resolution by the City Council.

### AVAILABILITY CHARGE

All property owners whose improvements (buildings, etc.) are within six hundred feet distance from a City hydrant, and all customers who use the municipal water system pay an availability charge for general standby capacity. The charge is computed at the rate of fifty cents (\$0.50) per thousand dollars of appraised value of those improvements. This annual charge is billed in monthly installments on the utility bill. The purpose of the charge is to cover the costs of oversizing the piping, pumps and water tanks in order to provide adequate water flow when needed for fire protection.

