

NEW ACCOUNT INFORMATION SHEET

1. We are a separate fire district and therefore not governed under the Town of Barnstable. We do work together but we are separate.
 - a. We have a separate website www.barnstablefiredistrict.com
 - b. If you are on town sewer - that is handled by the Town, Water Pollution Control Division (fancy name for sewer department)
 - c. We mail our bills either by USPS or emailed to you, but not both. At this time, we do not have “auto-pay.”
 - d. You may make payment at the office in the drop box in the front door, mail us a check, or payment on our website. You may sign up to receive your bills by email on our portal, make payments there and see your consumption.
2. **DIG SAFE!** Whether you are planting a tree, updating your mailbox, having construction, or paving your driveway, call DIGSAFE at 811 AND THEN CALL US! We are not on the DIGSAFE system but will GLADLY come out and mark your water service for free or you can also tell your contractor to call us when you engage with them!
3. Billing – We provide 4 bills per year; each will include water. Each bill will always include a quarterly service fee based on your meter size. That is a charge for maintenance and upkeep of the water mains and curb stops (the tap off the water main to your home, usually found nearest the road) in the Barnstable Fire District. Every bill has three-month water consumption included in it. We read remotely and will only contact you about an actual read if we have trouble remotely reading. We bill for a quarter that just passed and water that was already used.
 - a. January – Quarterly service fee only for October through December & water for mid-September through mid-December.
 - b. April - Quarterly service fee for January through April & water for mid-September through mid-March
 - c. July – Quarterly service fee only for April through June & water for mid-March through mid- June
 - d. October – Quarterly service fee & water for mid-June through mid-September
4. We bill in a tiered system:

	Cost Per 1000 Gallons	1/1/2024
Tier I	1,000 to 25,000 Gallons	\$ 6.05
Tier II	25,000 to 100,000 Gallons	\$ 8.40
Tier III	100,000 and over	\$ 13.30

For example, 225,000 gallons would be billed like this:

25,000 gallons billed at \$6.05 (per thousand)	\$ 151.25
75,000 gallons billed at \$7.00 (per thousand)	\$ 630.00
125,000 gallons billed at \$11.10 (per thousand)	<u>\$ 1,662.50</u>
TOTAL BILL	\$ 2,443.75

5. This is helpful to you if you have irrigation and will be on town sewer provided by the Town of Barnstable Water Pollution Control (sewer). If you use irrigation and have an optional meter (deduct meter), anything that goes through that meter and into the ground, the Town will not bill you for sewer use. You still get billed for all the water that goes through the “house meter” by us, just not charged by sewer for what goes through the second meter. You pay for the meter and installation after we install it and you see your first savings about a year later. You must hire a plumber to make space (we provide him with the spacer) in your existing plumbing and we would like to inspect it when he is finished and still on the property. We inspect the job simply to make sure it is according to our specifications, and you won’t need to pay for a second service call to him to come out and make changes. We are usually happy to install it after the inspection on the same day. The cost is approximately \$300.00.
6. You are financially responsible for your water service from the curb-stop to your home and inside if something breaks. We own the meter and will replace it with normal wear and tear, usually around 20 years, at no charge to you.
7. If you are a seasonal customer, we have a seasonal turn off program that is \$60.00 per turn off and \$60.00 to turn the water back on. We turn the water off at the curb-stop, remove your meter and store it at our office. You must request this from us and contact a licensed plumber who can drain your pipes and winterize your home. If you choose not to winterize or remove your meter and your meter freezes it is your financial responsibility to pay for a replacement meter, which we will provide, install, and bill you for.
8. We can be reached 24 hours a day. Our office hours are 9:00 AM to 4:30 PM. If you require a service call after normal working business hours you will be charged a two-hour minimum at time and a half.
9. Cape Cod has 18 Water departments and Barnstable has 7 villages, some of which include fire districts! We are a private fire district and therefore not governed by the Town of Barnstable. You can reach us at **508.362.6498**.