

WORTHINGTON FIRE DISTRICT
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August 10, 2020

Dear Worthington Fire District Customers and Taxpayers,

The Commissioners and I would like to inform all of our customers of some upcoming changes in how we are doing business and improving our ability to disseminate information to our customers.

1. Effective October 1, 2020 billing for water and sewer use will be done on a quarterly basis rather than the current semi-annual basis in October and April. This has required us to purchase and install a new software program over the summer. The WFD hopes that quarterly billing will enable identification of leaks and other undetected water problems to be identified sooner and at less expense to our customers. Your October 1, 2020 bill will actually reflect water and sewer use for five months, from April to August 2020. Thereafter, your quarterly bill will only reflect water & sewer charges for three months.
2. By the time our next water & sewer bills go out, WFD customers will have the option of paying their water & sewer bills and tax bills with a credit or debit card. The WFD has contracted with POINT & PAY to offer this service. Point & Pay accepts VISA, Mastercard, Discover and American Express. There is a convenience fee of \$2 that will be charged for all electronic check payments and \$3.50 for all debit card payments. A convenience fee of 2.5% is charged for all other credit card payments. Once service is available it will be posted on our new website.
3. The WFD has contracted with a website developer to build and maintain a website for the District. The website is currently under construction and is expected to be completed in early September 2020. When completed, residents will be able to access a wide variety of information about the operation of the WFD including such things as the current budget, meeting notices and minutes, contact numbers and billing dates for taxes and water and sewer bills. Our website address is: www.wfdwater.com.
4. Water and Sewer rates will be increasing. We regret to inform you that there will be an increase in your water and sewer bills as of October, 2020. This is due almost entirely to an increase in the water charges from the Berlin Water Control Commission (BWCC), effective January 1, 2019, from \$3.24 per 100 cubic feet to \$4.15 per 100 cubic feet. The WFD adds ten cents to each 100 cubic feet of water for costs related to maintaining the water distribution system, therefore the WFD rates will increase from the current \$3.24 to \$4.25 per 100 cubic feet of water. The BWCC had not raised their water rates since 4/1/2011 and the new rates reflect their costs to operate and maintain their system. Unlike the Worthington Fire District (WFD), the BWCC is dependent on their water and sewer rates to cover their operating, maintenance and capital costs.
5. A program is being developed for **Spring 2021** to offer secondary water meters for residents with pools and lawn sprinkler systems. These meters will be installed by the customer and inspected by the WFD but the water that runs through this meter will not be counted towards their sanitary sewage charges. Customers wishing to participate in this program will be asked to complete an application form that will be available on our website.
6. Construction of a meter pit on Norton Road to improve water quality at Berlin High School. This project is believed to be the most cost-effective means to correct this issue. All permits have been approved. Bids were received on August 21, 2020 and are currently being reviewed. Bid award is expected in September.

I hope everyone has a safe and enjoyable summer and I look forward to continued improvements to the water and sewer services we provide.

Sincerely,



Arthur B. Powers, Chairman