

Do Not Flush Wipes

Think you can flush those wipes? Think again. We have said for some time now not to flush those so-called flushable wipes. In May we cleared a large blockage in the sewer main that caused backups in customers basements.

JULY 17

Guess what...? *It was a blockage of wipes!*

MAWSA has been honored to serve through these difficult times and to have provided no penalties or service discontinuances since February 2020. We appreciate being able to have provided this moratorium; however, to remain fiscally responsible we will no longer be able to provide this grace period.

Time, materials, labor, and the inconvenience of our customers, because wipes are being flushed.

Please – do not flush wipes or rags of any kind. Only pee, poo, and TP in the loo.

May's billing cycle (due June 17) will be the final billing cycle not subject to penalties or service discontinuance. Penalties are presently set at the greater of \$10 or 1% and will begin on July 17 for any open balance. Customers are encouraged to zero balances on or before July 17 to avoid additional fees and service interruption.

Again, we appreciate having had the opportunity to have provided this grace period and hope it was helpful.

A rate study is in progress to help us determine if our current rate structure will continue to support our efforts to "provide safe and reliable water and wastewater". Announcements will be forthcoming.

Press the easy button
Pay online at
MAWSA.Billtrust.com

Selling your home?

Your closing agent (usually a settlement company or attorney) should submit our final request form, found at mawsa.org, at least 10-days prior to closing. Once received we will contact our surveyor, who will reach out to the Realtor provided on the form to schedule a connection validation survey.

Survey results are submitted back to the closing agent upon receipt and the final water (or sewer) is issued 2-days prior to closing.

Transferring your account to another owner has a fee of \$122 (Resolution 3-2021).

Investing in Infrastructure

Monthly billing rates have remained the same since 2012 except for a decrease of \$3 a month in 2016. Despite financial restraints we continue to make investments in your infrastructure every year. Our most recent investment was in a vacuum truck, which you may have seen about town conducting excavations and cleanings.