



Three Rivers

• WHERE HISTORY IS MADE •

Water and Sewer Services FAQ

Areas Served by Montague Sewer & Water Corp

1) The Town may be bringing water and sewer services into my area.

What are the advantages of this?

- Property values increase with the availability of central services.
- Maintenance and monitoring of the public infrastructure are the Town's responsibility.
- The Town provides more oversight of water quality as water is both treated and tested regularly.
- It's more environmentally-sound for higher-density development.
- Services are provided 24/7, even when the power is off

2) What are the fees for accessing the Town's water and sewer services?

The quarterly charges are to be determined for Brudenell. When a property is connected, the property owner hires a contractor to install the lines on the property. The cost varies depending on the property and the contractor. There is also a one-time \$25 inspection fee.

3) Do I have to hook up to the Town's water and sewer service?

No, you don't have to connect; you can continue to use your private well and septic system. However, properties with services going by are deemed to be served. Those deemed to have service are billed the same amounts as those who connect to the service. The initial cost of the installation by a contractor and inspection fee will be saved if a property is not connected.

4) What is the process for hooking up to Town water and sewer services?

The property owner hires a contractor for the work on private property (including installation of the lateral lines to the house, and any plumbing modifications required inside the house), and completes an application for a connection at the Town office. The Town will coordinate with the contractor. The Town provides services to the property line. You can connect after the installation of the main lines is complete, or anytime thereafter.

5) I would like to access the Town's water and sewer services. Is there a discount for accessing both?

Installing both services at once is the most economical choice because a contractor is hired once and puts both lines in the same trench.

6) How am I billed for the Town's water and sewer services?

Residential services are billed on a quarterly basis (every 3 months), at the beginning of the quarter. Bills are sent to the owner of the property on January 1, April 1, July 1, and October 1.

7) What if I do not pay the bill?

After 30 days, late charges apply at the rate of 2% per month on overdue balances. Outstanding charges must be settled when a property is transferred to a new owner.

8) How do I arrange for payment?

E-billing and pre-authorized debit options are available. You may also be able to make online payments depending on your financial institutions. Cash, cheque, debit/credit payments accepted at Town Office during business hours. For more information, visit: <https://threeriverspei.com/water-and-sewer/>

9) Do I save money by not connecting to services?

Properties with services going by are deemed to be served. Those deemed to have service are billed the same amounts as those who connect to the service. The initial cost of the installation by a contractor and inspection fee will be saved if a property is not connected.

10) Who will be responsible for repairs if I am connected?

The property owner is responsible for infrastructure on private property. In the case of blockages or other issues, the owner must hire a plumber to examine the owner's plumbing and lines. The Town will become involved if/when a plumber identifies that the problem is with public property.

11) How are emergency repairs handled?

The plumbers know how to contact Town staff in the event of an emergency and the after-hours number is listed on the Three Rivers website at <https://threeriverspei.com/water-and-sewer/>. Staff are on-call 24/7. To report a water or sewer emergency in the Montague area call 902-380-3030.

12) Who do I contact if I have additional questions?

Our staff are available to assist. Contact 902-838-2528 or email hbell@threeriverspei.com

