



# Georgetown Water Department

1 Moulton Street · Georgetown, MA 01833 · (978) 352-5750

## Dear Water Customer,

Although the May 6th Town Meeting did not pass the article to consolidate the operations of the Georgetown Water Department and the Georgetown Light Department, the vote did reaffirm what we as Water Commissioners already know – that Georgetown Water Department customers want clean, quality water. We know that this is why you elected us and why we pursued the consolidation as a means to keep costs and water rate increases low. We have been working closely with the Georgetown Board of Selectmen and Georgetown Light to come up with a plan for the immediate future.

To achieve our goal of continuing to provide quality water to our customers, and to perform the tasks that we have been charged to do, there are several things we need to do in the next three to four years which will require much-needed capital funding. Our aging infrastructure and the necessary repairs and replacements have depleted our retained earnings, requiring us to borrow funds for these and future projects. We anticipate that these projects, as well as recently completed projects, will require \$13.25 million.

**As a result, we will implement a 25% increase on July 1, 2019 and a 25% increase on July 1, 2020. Customers will see the increase beginning with their October quarterly bill. Georgetown Water last increased its rates by 3.8% in July 2018, while water costs have increased since that time.**



**We will implement a 25% increase starting on July 1, 2019 and a 25% increase on July 1, 2020.**

The average Georgetown residential quarterly usage is 15,000 gallons, or 2,000 cubic feet, the measurement that we use in Georgetown.

*Based on these figures:*

**Georgetown rate before July 1, 2019 is \$510/year**

**Georgetown rate after July 1, 2019 is \$640/year (25% increase)**

**Georgetown rate after July 1, 2020 is \$800/year (25% increase)**

## 2019 PROJECTS

- The 750,000-gallon Long Hill water storage tank was completed this Spring and is fully operational. This new carbon-steel water storage tank replaced its 1960s-era concrete predecessor and the elevated standpipe that was built in 1934. Completed at a cost of \$2.5 million, the new hydraulics in the Long Hill tank have improved the distribution system as well as the water quality throughout the community.
- Our aging infrastructure requires us to replace water mains to improve water quality and enhance the flow of water in the event of a fire. Earlier this year, Georgetown Water Department completed a \$500,000 water main improvement project that involved Lake Avenue, Old Jacobs Road, Summer Street and High Street.

*Projects continued on page 2*

## HOW DO GEORGETOWN WATER RATES COMPARE

In comparison, surrounding towns that have similar water departments to Georgetown; i.e.: wells, water treatment plants, non-sewer, pay the following rates as of July 1, 2019:

**Topsfield - \$910/year**  
**West Newbury - \$1,060/year**  
**Rowley - \$1,360/year**

*Even with the rate increases, Georgetown water rates are significantly lower than these comparison towns.*

## 2019 PROJECTS *Projects continued from page 1*

- The Marshall Well Redevelopment project is on track for an August 2019 completion date. The well itself has been dug and the pumps will be installed within the next month. This new Marshall Well required shutting down the old well, using Georgetown Water's interconnection with Rowley Water Department and restricting outdoor water use.
- We are in the process of searching for, and hiring, a full-time Manager, something that our customers not only want, but need, to oversee the department as we move forward. Our search is well under way and we will be selecting a Manager in the next few months. We are currently using the services of a part-time temporary Acting Manager.

## 2020 – 2021 PROJECTS

- Georgetown Water Department has an on-going water treatment program that has enabled the community to have clean, quality water. The program includes the daily backwashing of the system which is expanded to two-times daily during the summer months. The existing water treatment program will be enhanced with a new treatment process slated to begin in 2021. This estimated \$5 million project will include the hiring of an engineering firm who will design and oversee the project, which will include the pre-treatment of the water before it goes to the plant. This will result in lower iron and magnesium levels in the water.
- The proposed consolidation of Georgetown Water Department and Georgetown Light may have allowed us to stay at our 1 Moulton Street office as it is owned by Georgetown Light. They have indicated that they need the space for their own operations, and we will need to find a permanent facility from which to operate. A new operations building and garage is expected to cost \$2 million. We plan to begin a search for a parcel of land on which to build the facility, or a building and garage that can be renovated to meet our needs.
- Georgetown Water will continue its water main replacement and improvement program in various locations throughout the community in 2020 and 2021. This \$3 million project will upgrade the aging system to ensure quality water and increase water flow.

## DISCOUNT POLICY

Georgetown Water's discount policy offers a 10% discount when the bill is paid within 15 days of posting. Bills paid after 15 days, and within 28 days of posting, reflect the full amount due. Customers should refer to the posting date which is marked on each bill.

As a reminder...

All payments received by the Georgetown Water Department via mail, InvoiceCloud or in-person on or before the discount date will receive the discount. **ALL PAYMENTS MUST BE RECEIVED BY 4 P.M.** After 4 p.m., at the close of business, all payments are removed from the payment box and a notice that the discount has ended is posted on the door of the office. All payments put in the box after 4 p.m. will **NOT** be eligible for the discount.

Payments received by mail through the post office on the morning after the discount due date will be eligible to receive the discount.

Any InvoiceCloud or in-person payment received after the discount date will **NOT** be eligible for the discount.

You should remember that the 10% discount is an incentive. If you pay after the discount date, you will be paying the **ACTUAL** full amount due. This is **NOT** a late charge, nor is it a punishment to pay your full bill.

For more information about the discount policy, visit the website

[www.georgetownma.gov/water-department](http://www.georgetownma.gov/water-department).

## Water Ban

### **Georgetown Water Department sets watering restrictions to begin on June 19th.**

With the construction of the Marshall Well replacement underway, Georgetown Water Department has been forced to shut down the existing Marshall Well for the remainder of the summer. This will necessitate using Georgetown Water's interconnection with Rowley Water Department and **restricting outdoor water use every day between the hours of 9 a.m. and 5 p.m. beginning on Wednesday, June 19th.**

Please be advised that other factors such as drought conditions and extreme heat during the summer months may also cause additional water use restrictions.

The Georgetown Water Department appreciates your cooperation in this matter. If you have any questions, please call the Water Department at 978-352-5750.