

Water Resource Recovery Department Billing FAQ

Q: Who handles the sewer billing for the residents of the City of Saco?

A: As of December 9, 2014, Maine Water Company is responsible for the billing, cash receipts and customer service for the City of Saco's sewer usage fees.

Q: What are the benefits of the Maine Water Company sewer billing service?

A: E-billing, debit or credit card payments and online access to account, as well as a larger customer service base.

Q: Who should I contact when I have a sewer billing question?

A: Maine Water Company at (207) 282-1543.

Q: Where should I mail my sewer payments?

A: Maine Water Company, 93 Industrial Park Rd, Saco, ME 04072-1504. Please make check payable to "Maine Water Company" and be sure to include your sewer account number in the memo of the check.

Q: Other than via mail, what are some other ways sewer payments can be made?

A: Sewer payments can also be made via:

- Maine Water Company office located at 93 Industrial Park Road in Saco – at the customer service desk 7:30am-4:30pm M-F or after hours at the drop box on the left side of the main entrance.
- Automatic withdrawal - fill out an authorization form with Maine Water Company and the current balance due will be deducted from the specified bank account on the bill due date.
- Online at www.mainewater.com
- Hannaford in Biddeford, Saco and Scarborough
- Any Bangor Savings Bank branch in the state of Maine

Q: Where can I purchase a sub meter?

A: Sub meters can be purchased at the Maine Water Company office.

Q: I have installed my sub meter, how do I start receiving credit?

A: Once the sub meter is properly installed, call the Water Resource Recovery Department (207) 282-3564 to request an inspection, free of charge. Sub meter credit will not be given until the sub meter is inspected.

Q: When and where do I call in my sub meter readings?

A: Sub meter readings need to be called in every July and October. If sub meters go unread for a long period of time this can result in overpayment or under billing problems. All sub meter readings need to be called in to Maine Water Company at (207) 282-1543.