



Cumberland Water Department (CWD)

Billing

When Are Water Bills Sent and How Can They be Paid?

CWD bills our customers on a quarterly basis. In general, the bills are sent for the following times for the coinciding quarters:

<u>Mailed</u>	<u>Period Covered</u>
December	July – September
March	October – December
June	January – March
September	April – June

CWD accepts check and money order payments via mail. Cash, check, money order and credit card payments are accepted at our office during regular business hours. CWD will be accepting online payments via credit card only starting in December of 2019. There is a courtesy fee of \$2.00 minimum or 3% of the total amount charged to the customer when payment is made with a credit card.

What if I have Questions about my Water Bill?

1. First take a reading from your water meter, if you cannot easily read your water meter skip this step.
2. Have your account number and bill on hand.
3. Call CWD during regular business hours at 401-658-0666 (option 1).

Why Is My Water Bill Higher Than Usual?

There are several reasons why your water bill is unusually high. The most frequent reason is a leak within the house, which is usually a toilet. Customers can check to see if a toilet is leaking through a few easy steps:

1. Listen to for the sound of running water in the bathroom.



TOWN OF CUMBERLAND

2. Remove the cover on the back of the toilet to see if water is running down the overflow tube in the toilet tank. If water is running down the overflow tube, the float level will need to be adjusted in the tank to stop the leak.
3. If there is no water running down the overflow tube, and you can see no visible water running in the toilet bowl, place a four to five drops of food coloring in the toilet tank and see if the water changes color in the toilet bowl. If the water in the toilet bowl changes color, the flapper valve at the base of the tank will need to be replaced to stop the leak.

If you are unable to locate a leak within your house, contact CWD during normal business hours and our office staff will be able to research your consumption. In most cases, CWD staff has the ability to view your consumption on an hourly basis, if there is constant consumption, there is a most likely a leak. CWD offers help in identifying leaks for our customers within their homes during normal business hours, at no charge. Once the leak/leaks are identified customers will need to repair the leak either on their own or by hiring a plumber, CWD does not conduct repairs on plumbing appurtenances within a customer's home.

Are Exemptions for the Elderly Available?

Some customers are eligible for a reduced service charge and exemption of the State and Water Quality Surcharges on their water bill if the following criteria is met:

1. The homeowner must be a minimum of 65 years old.
2. The homeowner must reside at the home and the property must be their primary residence.
3. The resident must apply in person at CWD during regular business hours located at 98 Nate Whipple Highway, Cumberland, Rhode Island 02864.
4. The applicant must provide proof of age and residency.
5. The exemption can only be provided once the criteria has been provided, back credits cannot be provided on previously issued bills.