

Hydrant Flushing Program:

Flushing the fire hydrants occurs twice a year (spring and fall). Flushing every 6 months helps to maintain water quality throughout the distribution system. During the spring flush, we inspect each hydrant to ensure it was not damaged during the winter months. While flushing hydrants near your home, you can expect to see a temporary discoloration of the water in your home. High velocity flows scour rust particles from the inside of the water mains. While most of the rust is flushed from the pipes, a small amount will remain suspended in the water. This rust is harmless and the water may be safely consumed. The discoloration will dissipate quickly. After we have finished flushing in your area, run your cold water faucet to flush out the service line to your house.

A word of caution: Rust will stain light colored laundry. Once hydrant flushing is done in your neighborhood, please be sure that both your hot and cold water are rust-free before running your washer. In the event that such staining occurs, there is a remedy. Most grocery and hardware stores carry laundry aids which remove rust stains.

Water Conservation

Water loss happens every day either intentionally or unintentionally, here are some examples that show just how much water could be wasted:

Dripping Faucet $\frac{1}{4}$ GPM*=10,800 gals per month

Leaking Toilet $\frac{1}{2}$ GPM*=21,600 gals per month

Broken Service Line 15 GPM*=21,600 gals per day

*GPM = Gallons per minute

The Water Department is funded by you the user, who pays for every gallon of water that is made available. We work hard at maintaining a safe & quality water supply within the distribution system.

We rely on you for your help in notifying us about any problems or concerns that you may know about. Please feel free to contact us at any time.

Water Utilities Contacts

Commissioners

Dale White
Robert Courage
Kris Jensen

Director

James Pouliot, Jr.
(603) 249-0661

Executive Assistant

Evelyn Gendron
(603) 249-0660

Water Foreman

Jackson Keane
(603) 249-0664

Collection System Foreman

Bradley Whitfield
(603) 249-0665

Account Clerk

Jessica Hardwick
(603) 249-0667

Mailing address:

564 Nashua Street
Milford, NH 03055

Fax (603) 249-0699

Hours of operation:

Monday – Friday
7:00am - 3:30pm

**For After Hours Emergencies,
Please Call - 673-1414**

Town of Milford Water Utilities Department Rates and Policies



Vision Statement: To protect and conserve Milford's most valuable commodity: WATER



The Wastewater Treatment Facility (below) went on line in 1982. This is now the home for Milford Water Utilities, which is the merging of the Water and Wastewater Departments.



Quarterly Metered Rates and Fees

Effective January 1, 2020

Water rate = \$2.70 per 100 cubic feet

Sewer Rate

Effective May 1, 2019

Residential = \$5.50 per 100 cubic feet

Non-residential = \$6.88 per 100 cubic feet

100 cubic feet = 748 gallons

Quarterly Flat Meter Rate

5/8"	meter	\$28.88
1"	meter	\$52.25
1 1/2"	meter	\$91.44
2"	meter	\$138.19
3"	meter	\$263.31
4"	meter	\$405.29

Meter horns

Residential/Commercial:

5/8" for 3/4" x 3/4" pipe \$232.54 (eff. 4/23/2021)

5/8" for 3/4" x 1" pipe \$241.43 (eff. 4/23/2021)

1" for a 1" pipe \$529.38 (eff. 8/21/2018)

Utility Fees

Residential	Cost	Eff. Date
Water entrance fee	\$1,228.22	05/01/19
Sewer entrance fee	\$1,811.51	05/01/19

(Water/sewer connection fees eliminated effective March 16, 2010.)

*Residential entrance fees are per RLU
(Residential Living Unit)

Commercial/Industrial

Water entrance fee \$9.04/GPD 05/01/19
Sewer entrance fee \$14.72/GPD 05/01/19

**Commercial/Industrial entrance fees are based on gallons per day per building*

Entrance fee applicability is based on the date the project was signed/approved and the fees are based on the date of the building permit application. Individual projects may have additional contributions.

Other Fees

Hydrant Water	\$8.75 per 1,000 gallons
Water turn on/off:	
-Regular hours	\$62.50
-After hours/Holidays	\$150.00
Late fee	\$10.00
Backflow Testing	\$31.25
Returned Check	\$25.00
Online E-check	\$1.00
Online credit/debit	\$4.50

Fees are subject to change

Payments

Bills are due upon receipt. Interest accrues daily from the interest charge date printed on the bill at the rate of 8% per annum. Past due bills shall cause water shut off and may become a lien on the property. Non-receipt of an issued bill is not deemed an excuse for failure to pay. An overnight drop box is available for after-hours payments. The Water Dept is **not** responsible for cash deposited in this manner. Payments are accepted online.

Additional Rules and Regulations

Property owners are responsible for the protection of the meter(s) from loss or damage. Any person or corporation found tampering with piping, curb stops, valves, hydrants, meters, etc., (any property of the Water Department) shall be subject to a fine for each offense and may be ordered to make restitution.

Discontinue of Service

Any customer wishing to discontinue the use of water supplied by the Town of Milford must give notice to the billing clerk 48 hours prior to moving date. A final reading will be performed. Customers will be responsible for all water use until notification is received.

Pool fill credits: You must record your water meter reading before you begin filling and then the finish reading once pool is filled. Call both figures in to the billing clerk with the day(s) you filled your pool on. A credit towards your sewer charges will be applied to your next bill.

Please note: credits will not be issued for irrigation purposes. A second meter is recommended.

Wastewater Facility Tours are available by appointment, contact the Laboratory Supervisor at 249-0662.

Additional information and forms may be found on our web page:
www.milford.nh.gov