

Bolton Valley Community Water and Sewer, LLC

Frequently Asked Questions

Q: Who do I call if I need my water shut off/turned on?

A: Please contact Lindsay DesLauriers, Manager at (802) 343-7423 or email at lmdboltonvalley@gmail.com.

Q: If I am not currently occupying my property, am I still responsible for paying the water and/or wastewater charges?

A: Yes. The charges are present to cover fixed costs for the entire water and wastewater system. If you currently own property that is connected you are responsible for paying the quarterly charges.

Q: Can I have the water/wastewater bill sent to the tenant?

A: No, bills are the responsibility of the owner of the property; the landlord can forward the bill to the tenant.

Q: I am getting ready to sell my property, how can I get my final billing statement?

A: Please fill out the "Property Transfer Form" which is located on the website and send the completed copy to the bookkeeper, Lynda DesLauriers at lyndadski@gmavt.net.

Q: Can I pay my bill with a Credit or Debit Card?

A: No, the BVCWS staff do not take credit card payments. Payments can be made by cash or check.

Q: Do you offer discounts for early payment?

A: No, there are no discounts for early payments.

Q: What are the billing periods?

A: The bills are issued quarterly. Due dates are as follows:

- 1st Quarter payments due April 1st
- 2nd Quarter payments due July 1st
- 3rd Quarter payments due October 1st
- 4th Quarter payments due January 1st

Q: How can I get added to the BVCWS e-mail list?

A: Please subscribe to the BVCWS email list via the BVCWS website. To be removed from the list please email request directly to lmdboltonvalley@gamil.com.

Q: What should I do if we are going to add one or more bedrooms to our home? Or build a second unit such as an accessory dwelling or in-law apartment?

A: Congratulations! Please fill out the "Application for New Connection/Modification to Existing Service" and send it to the Manager, Lindsay DesLauriers at lmdboltonvalley@gmail.com. Note that there is a one-time connection fee of \$150.00 (water fee) + \$3,000 per unit per bedroom (wastewater fee.)

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Q: I think I may have noticed a leak to the water or wastewater system. What should I do?

A: Please notify Lindsay DesLauriers right away via e-mail at lmdboltonvalley@gmail.com or via phone at (802) 343-7423. Please indicate the location where you suspect there may be a leak, a description of what you observed, and – if possible – a photo. We will look into it right away.

Q: I'm interested in building a home or commercial property at Bolton Valley. What do I need to do to hook up to the water system?

A: First, e-mail the Manager Lindsay DesLauriers with a description of your project to confirm that there is sufficient system capacity for your project. Then, work with your contractor or engineer to determine the best plan for your connection. Once you have a plan, fill out the "Application for New Connection/Modification to Existing Service" and submit it via mail or e-mail to Lindsay DesLauriers. The form can be found on the website and be sure to include drawings and specifications for the proposed connection. Once approved, coordinate the construction of your project with BVCWS, your project will need to be inspected by BVCWS prior to burial.

Q: Who is responsible for paying for the costs associated with service connections?

A: All costs associated with new water and wastewater connections are the responsibility of the property owner. Once installed, the service line and the curb stop remain the property of the homeowner and all on-going maintenance is the property owner's responsibility. Costs associated with any extensions of the main required to service new connections will be the responsibility of the property owner, however – once constructed – they will become the property and responsibility of BVCWS. For additional information please see the Rules and Regulations page of the website.

Q: Are there hookup fees for new connections?

A: Yes, the hook up fee for a new residential drinking water connection is \$150. The residential hook up fee for a new wastewater connection is \$3,000 per unit per bedroom.