



TOWN OF MAYNARD Department of Public Works

MUNICIPAL BUILDING

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Water & Sewer Utility Rate Questions FY 2026

Why are water and sewer rates being increased at this time?

The utility reviews and updates the Water and Wastewater Systems Operational & Capital improvement plans to adapt and react to current circumstances, while proactively identifying and planning for future needs. The Capital Plans identify numerous critical improvements necessary to ensure the future sustainability and reliability of both systems. The critical needs include the replacement and rehabilitation of aging infrastructure and to ensure compliance of required regulatory mandates to protect public health and safety. The rate increases enable the Town to make important investments in the systems over the next year, while also keeping up with the impacts of inflation in the general operation of the systems and maintaining our commitment to the town's future growth and sustainability.

When is the last time water and sewer rates increased in Maynard?

Rates were last adjusted in July of 2024 for FY 2026 Annual incremental rate modifications allows' the utility to avoid large increases and avoid a reactive approach to our system. Minor annual increases reduce long term cost burden to utility customers.

What did we accomplish in the past year with the increases?

The Maynard Water & Sewer Division completed construction of Well 8 (Previously known as 4A) well field and it was put online in Summer 2024. Improvements to the Green Meadow Treatment Plant will be complete in 2025 and include upgrading the backwash water lagoons with a new water recovery system. This system allows us to recycle water that would otherwise be lost in the treatment process.

Why is there a difference in water and sewer rate increases?

The water and sewer utilities are two separate funds that do not overlap. The proposed increases are designed to fund maintenance, operations, and specific infrastructure improvement projects as they are scheduled to occur over the next fiscal year. The cost of the maintenance, operations, and projects are specific to each fund, and the rates per fund are adjusted accordingly.

How did the town determine the amount of the proposed water and sewer rate adjustments?

Maynards water and sewer utility adopted comprehensive financial strategies several years ago to address the current degrading utility infrastructure and advance the need to create a more responsive water and sewer utility that addresses the exponential challenges these two utilities face currently and in the future. Some of those major challenges include regulatory changes to advance water quality, as well as sustainable environmental and development impacts.

There are several key financial drivers that impact your utility's daily function, and the largest are goods and services as determined by market and industrial trends. Both are the operational tools utilized to create, treat, distribute and maintain our utilities assets, including the commodities our customers rely on daily.

Economic Inflation that affects our everyday lives has a detrimental impact on the services and goods that our utility relies on to create and manage your systems daily. Our systems operate 24/7 and are greatly impacted by industries like the electrical commodity market and procurement of chemicals produced on the global market utilized to treat both water and sewer to meet Federal and State requirements.

Through thorough and consistent financial evaluation and collaborative procurement practices, we have been able to reduce a large amount of the volatility those markets have on our customers. We will continue to be aggressive in pursuing financial reduction methods to reduce impacts from volatile markets onto our utilities into the future.

How will rate and fee revenues be used, and can they be used for any other purposes?

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State law requires that customer-based fees/revenues must be used only to pay the costs associated with operating and maintaining the water and sewer utilities in compliance with State and Federal regulations. Revenues may not be used to pay for other Town services such as streets, parks, or snowplowing.

What can I do to keep my utility bill as low as possible?

The amount of water you use affects your usage charge. When you use less water, you pay less. For most households, much of the water is used indoors. You can get the biggest water savings in your home by installing efficient fixtures and fixing leaks. A constantly running toilet may waste about 8 gallons per hour, or 200 gallons per day. Left unnoticed, a running toilet could waste over 6,000 gallons per month. Ensure you are only watering the lawn when needed, and adjust your sprinkler system, so you are not watering the gutters.

For more information, please visit the Town of Maynard Water and Sewer website. For questions regarding Water and Sewer services please contact Maynard Public Works office at (978) 897-1317 or email at DPW@townofmaynard.net