

Billing and Payment Policies

Rendering of Bills for Water and Sewer Service

A single bill for water and sewer services will be rendered monthly to each customer and shall be due and payable upon receipt.

Bills are payable at any office of duly designated pay agency of the Authority.

Water charges will be based on the monthly readings read prior to the printing of the bill. If the meter cannot be read, an estimated bill will apply and the customer's account will be charged with the estimated gallon usage.

Sewer charges are billed in advance for the month beginning with the billing date.

Payment Schedule

If a bill is not paid within twenty-eight (28) days of the date of billing, an interest rate of 1 1/2% per month will be charged.

In case of a disputed bill terminating substantially in favor of the customer, the payment is due within ten (10) days of the termination of the dispute.

Fees

The fees for water and/or sewer initiation and/or termination is listed in Schedule of Rates.

All fees and payments shall be collected by the Clerks at the MUA offices. At no time will the Superintendent or Field Representative collect any fees or payments from the customer.

Delinquent Accounts

Any bill unpaid after twenty-eight (28) days of the date of billing shall be classified as delinquent. Any bill which remains unpaid after a month and a half of the date of billing shall be subject to discontinuance of service after not less than five (5) days of written notice.

If service is discontinued for nonpayment of the account, it will not be restored until the turn-on fee (payable in cash) plus all unpaid charges are paid or satisfactory arrangements have been made for payment.

If the check used as payment on a shut-off notice is returned by the bank for insufficient funds, a processing fee will be charged against the account and the service will be discontinued immediately without further notice. No checks will be accepted after the cut-off date posted on shut-off notice. All payments need to be made in cash or money order.

Any unpaid balance of service charges and interest hereon shall be a lien against the property and action shall be initiated pursuant to the procedures specified under N.J.S.A. 40:14B-32 et. seq.

Notice of delinquent charges shall be given annually to the Tax Collector of Deptford Township thirty (30) days prior to the Township posting notice of publishing all delinquent taxes.

Discontinuance of Service

Service may, at the sole discretion of the Authority, be discontinued for any of the following reasons:

- (a) Misrepresentation in application.
- (b) Willful waste of water through improper or imperfect pipes.
- (c) Failure to comply with restrictions imposed pursuant to 0 Reserve Supply.
- (d) Use of water for any other property or purpose than that described in the application.
- (e) Tampering with any service pipe, meter, curb stopcock or seals, or any other appurtenance of the Authority.
- (f) Vacancy in excess of thirty (30) days (water only).
- (g) Nonpayment of any charge occurring under the application.
- (h) Refusal of reasonable access to the property for purpose of inspecting, reading, repairing, or removing meters.
- (i) Making, or refusing to sever any cross connection between a pipe or fixture carrying water from any other source.
- (j) Nonpayment of bills within time prescribed.
- (k) Violation of any rules of the Authority.

Renewal Service

Service will be renewed when the conditions under which such service was disconnected are corrected and upon payment of all accrued charges provided in the schedule of rates or rules of the Authority.

Continuing Obligation to Pay Service Charge

Upon connection of an improved and usable property to sewer and/or water, the obligation to pay the minimal annual service charge continues despite the failure to occupy the property or to use the sewer or water facilities, so long as the building or structure on the property is still available for use and the sewer and water facilities remain available.

Reserve Supply

The Authority shall have the right to reserve a sufficient supply of water at all times in storage, to provide for fire and other emergencies, or may restrict or regulate the quantity of water used by the customer in case of scarcity, or whenever the public welfare may so require

Responsibility for Service

It is agreed by the parties receiving public fire service, private fire service, or any other service, that the Authority does not assume any liability as insurer of the property or person, and that the Authority does not guarantee any special service, pressure, capacity or facility, other than is permitted by the ordinary and changing operating conditions of the Authority, as the same exists from day to day. It is agreed, by the parties receiving service, that the Authority shall be free and exempt from any and all claims for injury to any person or property by reason of fire, water supply failure relating to water pressure or capacity.

When a prospective customer has made application for a new service or has applied for the reinstatement of an existing service, it shall be presumed that the piping and fixtures on the applicant's premises are in good condition. The Authority will not be liable in any event, for any accident, breaks, or leakage arising in any way in connection with the supply of water or failure to supply same, or the freezing of water pipes or fixtures of the customer, nor any damage to the property which may result from the usage of water supplied to the premises.

No water will be furnished to any premises where any possibility exists of the mingling of the water furnished by the Authority, with water from any other source. Nor will the Authority permit its mains or service pipes to be connected in any way to any piping, swimming pools, tank, vat or other apparatus containing liquids, chemical, or any other matter which flow back into the Authority's service pipes or mains, and consequently endanger the water supply.

Whenever any person, persons, firm or firms, partnership or partnerships corporation or corporations, or any combination thereof causes or has caused any damage to the water or sewer system or facilities of the said Authority, the party or parties causing such damage shall immediately notify the Authority of such damage. The said Authority shall have the right to repair such damage or have such damage repaired, and shall have the further right to recover the full cost and expense of such repairs, including, but not limited to, the standard charges for work performed by Authority employees, for materials, supplies and equipment used for such repairs from the party or parties causing such damage.

Complaints

Complaints with respect to the character of the service furnished, or the reading of the meters, or of the bills rendered, must be made at the Authority's office, either orally, or in writing, and a record of such complaint will be kept by the Authority, noting the name and address of the complainant, the date, the nature of the complaint and the remedy.

Reasonable Access

The properly identified authorized agents of the Authority shall have the right of access to the premises served, at all reasonable hours, for the purposes of reading meters, examining fixtures and pipes, observing the manner of using water and/or sewers, and for any other purposes which are proper and necessary in the conduct of the Authority's business.

Oral Agreements

No agent or employee of the Authority has authorization to bind it by any promise, agreement, or representation not provided for in these Rates, Rules and Regulations.

Single Service Water Only

In instances where owners of existing properties make application for and are furnished only water service, all rules pertaining to water service must be complied with, and the charge for such service shall be as described in the Schedule of Rates.

Single Service Sewer Only

In instances where owners of existing properties make application for and are furnished only sewerage service, all rules applicable to furnishing sewerage service must be complied with, and the charge for such service shall be as described in the Schedule of Rates.

Emergency

A necessity may arise in the event of breakdown, emergency, or for any other unavoidable cause, the Authority shall have the right to cut-off the water supply temporarily, in order to make necessary repairs, connections, etc. The Authority will use reasonable and practical measures to notify the customer of such discountenances of service but the Authority shall not be liable for any damage or inconvenience experienced by the customer; or any claims against it at any time for interruption in service, lessening of the supply, inadequate pressure, poor quality of water, or for causes beyond its control. When the supply of water is to be temporarily interrupted, written notice will be given, when practicable, to all customers affected by the temporary interruption of service, stating the probable duration of the interruption, and also the purpose of the interruption.

Discharges

The discharge of any surface or subsurface waters directly or indirectly to the sanitary sewer system is prohibited. Under drain systems for foundation of buildings shall be connected to a storm drainage system approved by the Township Engineer. Further, under drain systems in municipal rights-of-way shall have separate cleanouts which shall not be in any appurtenance of the sanitary sewer system.

Mandatory Water and Sewer Connection

When the Authority provides for water or sewer to pass immediately adjacent to a property owner's boundary line and upon notice of the availability of water and/or sewer, said property owner shall make the necessary arrangements to tie in to the system provided for within 90 days of delivery of the written notice. Such written notice should be served by certified mail, return receipt requested.