

OFFICE MANAGER'S REPORT MAY 31, 2016

NEW

- 2015 audit is currently underway.
- Meter reading for the 2Q will begin the second week of June for all customers.
- Hearings are scheduled for June 7 & 9 at Magistrate Kasunic's office for the sewer lateral violators.
- The 2015 Water Quality Report is currently being processed. The link will again be listed on the water bills that will be mailed the end of June
- Anyone who would like a Water Quality Report by regular mail or email can contact the office and one will be provided. Copies will be available at the office as well.

BILLING INFO

- **Cash is not accepted as a form of payment, as of July 1, 2015. Payment can be made by check, money order, or credit/debit card (fees apply).**
- Deduction meters are available for purchase (\$155 per meter) by residents to keep track of water used for filling pools, watering gardens, etc. The water usage from the deduction meter will then be subtracted from the sewage gallons used before calculation of sewage usage. A copy of the deduction meter application and fee is available at the office and on our website. Temporary deduction meters are also available for use. Please call the office for details.
- Monthly combined water/sewage bills are processed the first week of each month and are due the last Tuesday of the month.
- Quarterly water bills are processed the end of each quarter and mailed the first week of April (1Q), July (2Q), October (3Q), and January (4Q) with payment due the last Tuesday of the month they are mailed.
- The minimum water bill is \$18.90 per month and is included with each monthly sewage bill for all WT sewage customers. This became effective July 1, 2012. Minimum sewage bill is \$55 (if connected) or \$41.66 (vacant house).
- **The minimum charge is due regardless of whether you are physically connected to the main sewer line or have active water service.**
- Landlords are responsible for any unpaid water or sewer accounts.
- Any usage over 6,000 gallons per quarter (per EDU or billing unit) will be billed for both sewage and water in the months the meters are read, which are March, June, September, and December, and will show up in the bills due in April, July, October, and January. Those 4 bills will include the monthly minimum charges plus any excess usage. All other months will be the minimum service charges.
- Water is billed at \$3.78, sewage at \$6.67 per thousand gallons for the excess usage over the minimum.
- Harmony Church residents are billed at \$6.78 per thousand gallons over the minimum.
- Anyone who needs payment arrangements for their bill should call the office immediately to prevent water termination.

SEWAGE INFO:

- If you paid a sewage tap fee for a vacant lot, **you are not required to tap in. You will not be billed.**
- Owners of unoccupied buildings must connect their sewer lateral before the building can be occupied. A letter is included with any lien requests for vacant/foreclosed properties.
- The specifications for sewer lateral lines are available at the Authority office and posted on our website.

REMINDERS:

- **Monthly authority meetings are held the last Tuesday of the month.**
- **Anyone interested in holding an Authority board position should send a letter of interest to the Supervisors office.**
- Credit card and "**pay by check**" payments can be made on the payments page of our website. We accept VISA, MasterCard, and Discover. **Fees apply**, so please check the website for more details. Please make sure you put your account number or service address in the reference block and choose the correct type of account you are paying. If you are paying a joint water/sewer bill you do not have to split your payment. You can put the combined bill amount under either water or sewage from the dropdown menu. Our website address is www.mawt.net.
- If you get an automated call from the Municipal Authority, please listen to the message. You may get the call if there is a water emergency, a line break or repair work being done in your area, your water service may be lost or interrupted, or it may be a billing issue. If you are not getting calls and you know there is work being done in your area, please call the office to make sure we have your correct phone number.
- Please keep in mind that our office will accept monthly payments from our quarterly customers toward the next quarter water bill. Many customers are making monthly payments. Any payments over the bill amount will be carried as a credit toward the next quarter.
- **Monthly combined water/sewer customers may pay more than the minimum bill each month in order to even out the monthly payments and avoid a large bill for the excess usage. Any additional money paid will be applied to the bill or carry as a credit toward the next month's bill.**
- If you see a flyer posted on your property, maintenance or service work is needed or you may be scheduled for water termination. Please be sure to contact the office as soon as possible. A \$10 posting fee will be added to your bill if you are posted for non-payment.
- Water security deposits are refundable. Customers with deposits over 3 years **and** with a good payment history qualify. Call the office if you have any questions.
- Please check out the website at www.patresury.org or call 1-800-222-2046 to check if you have an inactive security deposit to claim. Any money listed under your name will show up, not just old water security deposits.

Submitted by: Jan Amoroso, Office Manager