

OFFICE MANAGER'S REPORT DECEMBER 29, 2014

NEW

- **FINAL NOTICE TO CONNECT SEWER LATERAL** notices were mailed to 67 customers on November 18, 2014. Laterals are to be connected or scheduled by a contractor within 30 days or citations may be assessed. Of those 67, 19 customers now have laterals scheduled for installation, 28 are vacant with the water off, leaving 20 customers with active water service who never contacted the authority. The list of those who have not scheduled has been forwarded to the solicitor for action to be determined by the board.
- Check out our Facebook page! Like our page and you will be able to get instant messages about service interruptions or important information.
- Meters were read for all customers in the service area. The next bill, which will be due January 27, 2015 will include water usage charges for monthly water/sewer customers.
- 2013 Water Quality Reports were not mailed this year, saving the Authority over \$2,300 in printing and postage costs. A link to the report was on the July bill.
- 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.
- The 2013 Water Quality Report can be viewed by typing in the following link - <http://www.mawt.net/wp-content/uploads/2012/05/water-quality-report-2013.pdf>

BILLING INFO

- 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.
- Water/sewage customers will begin to be charged for sewage usage over 6,000 gallons beginning with the first meter reading **after** they have been connected for at least 90 days to the main sewer line.
- **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.**
- 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 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.
- 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.**
- The specifications for sewer lateral lines are available at the Authority office and posted on our website.

SEWAGE TAP IN GRANT MONEY INFORMATION:

- There is still a limited amount of money available for sewage lateral installations for those who may now meet the income guidelines. Please call the Redevelopment Authority at (724) 437-1547 extension 201 for further details.
- Lateral grant money was awarded to individual residents and **will not expire**. If you have any questions regarding your grant, please call the Redevelopment Authority.

REMINDERS:

- 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 check with our 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.patreasury.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