



PANDEMIC

RE: PAST DUE UTILITY BILL

Willingboro Municipal Utilities Authority billing records indicate a past due amount on your water/wastewater bill. Due to the coronavirus (COVID-19) pandemic, the WMUA is will not shut off your service. However, please be advised that this practice will soon come to an end.

The WMUA recognizes the many challenges our residents have faced during the pandemic. If you are unable to remit payment due to loss of or reduced income associated with the pandemic, the WMUA will allow our customers to set up a temporary payment plan. By doing so, the WMUA will continue to not terminate service to those enrolled and contributing to the approved temporary payment plan. Please contact the Customer Care Department at the number or email below to set up a temporary payment plan.

In addition to the payment option, for those that anticipate or are experiencing difficulty in paying and need additional assistance, we are including some possible resources.

Non-profit organizations, charities, churches, and/or government organizations may offer assistance programs. You will need to contact them for their requirements and restrictions.

St. Vincent DePaul Society, 63 Sylvan Lane, Willingboro, NJ, (609) 835-7757.
Emergency Services Catholic Charities, 450-460 Veterans Boulevard, Burlington, NJ 08015, (856) 764-6940
Salvation Army, (856) 696-5050
NJ Shares, (866) 657-4273 or visit www.njshares.org

Your immediate attention to this issue is requested. A customer must complete and submit the Pandemic Temporary Payment Plan Application. Said application may be obtained at the WMUA office or downloaded from the WMUA website. Any payment made toward your outstanding balance will reduce the risk of future late fees, interest and possible termination of service. Please remit your payment to:

Willingboro Municipal Utilities Authority
433 John F. Kennedy Way
Willingboro, NJ 08046

Please include your account number when remitting payment. If you have any questions, please contact the Customer Care Department at (609) 877-2900 extension 115 or email customersupport@wmua.info. If payment has been remitted, please disregard this notice. Payments can also be made online at www.wmua.info by selecting the "Pay Your Bill Online" option.

Your Neighbors,

Willingboro Municipal Utilities Authority



PANDEMIC TEMPORARY PAYMENT PLAN

Utilities serve many vital purposes in our lives. We use water to drink, rinse and clean our food, bathing ourselves, washing our clothes etc. During the pandemic many of us used *20 to 30% more water than we realize.

Due to the public health warnings associated with the coronavirus (COVID-19) or other disease pandemic, many more of our customers are working from home, taking classes online, looking for work etc. While the WMUA is prohibited from disconnecting services, collecting fees and charging late fees, here are some tips to avoid a large bill in the future.

How to Handle Bill Payment Issues

If you are unable to pay your WMUA bill, you should take a few actions to protect yourself now and in the future.

- Avoid bill shock. Although the WMUA is prohibited from disconnecting service during the pandemic, customers will eventually still need to pay their WMUA bills. We recommend paying what you can along the way to avoid a huge bill later down the road.
- Engage with the WMUA early. Many companies have set up programs to help people cope with financial issues during the pandemic through direct financial support, waived fees, or promised to not disconnect. Check out our website or call before you have any problems.
- Set up a payment plan. During the pandemic, repayment time can be extended to no greater than 12 months.

How to Reduce Your Bill

Explore cost-effective options. While brushing your teeth not allowing the water to continue to run, selecting the appropriate washer load when washing clothes or watering your lawn at night, but before 10am to save water, take shorter showers etc. Running toilets are one of the biggest offenders of high bills, the WMUA offer free tablets to check for a running toilet.

Scams and Other Dangers

Look out for scams. If someone comes to your door or you receive a phone call or email claiming to be from the WMUA, don't give them any information. It is best to call the WMUA directly to ask questions or to make a payment.

Be careful of phishing emails. A phishing email may look like it comes from the WMUA with urgent information, but then will ask for a bank account or log-in information. [Check out U.S. PIRG Education Fund's advice on avoiding common phishing scams.](https://www.techrepublic.com/article/us-home-water-use-up-21-daily-during-covid-19-crisis/)

Help in Paying Your Bill

This moratorium on utility disconnection provides temporary relief if you're financially affected by the pandemic. But you may need long-term support so you don't build up large balances that you have to pay later. Payment plans can help you manage your bills, but what do you do if you lost your job or had your hours cut because of the pandemic stay-at-home mandates? Simply having more time to pay may not be enough for you. Unfortunately, there are very few local charities, non-profit or government programs that offer financial assistance for water/wastewater bills.

Non-profit organizations, charities, churches, and government organizations may all offer assistance. Most of the programs have income limits in place, and will only help if a household is faced with a shut off of their water service. Here are resources that may be of assist you with reducing your financial burden as you recover from the pandemic crisis.

St. Vincent DePaul Society, 63 Sylvan Lane, Willingboro, NJ, (609) 835-7757.

Emergency Services Catholic Charities, 450-460 Veterans Boulevard, Burlington, NJ 08015, (856) 764-6940

Salvation Army, (856) 696-5050

*https://link.edgepilot.com/s/c3b6bb2a/9i4tGaL3gkSvV12lu39I_g?u=https://www.techrepublic.com/article/us-home-water-use-up-21-daily-during-covid-19-crisis/



PANDEMIC & UTILITY BILL POLICY & PROCEDURE

WILLINGBORO MUNICIPAL UTILITIES AUTHORITY REGARDING THE PANDEMIC AND UTILITY BILL

1. **Policy and Purpose.** It is the policy of the WMUA that customers with unpaid balances due to the pandemic, must enter into a repayment plan prior to the expiration of the Governor Executive Order prohibiting service disconnection. It is also the policy of the WMUA to extend the repayment time to no greater than twelve (12) months for the unpaid balance accrued during the pandemic period covered by the Governor's Executive Order. It is the policy of the WMUA that any broken arrangements is subject to disconnection of service and any appeal for an additional repayment arrangement must be submitted to the Review Committee for further evaluation. The purpose of these policies is to provide temporary relief to customers experiencing financial hardship as a result of the pandemic.

2. **Responsibility.** The WMUA will make every reasonable effort to work with customers to assist with setting up said Pandemic Temporary Payment Plan with the appropriate down payment and monthly installment in addition to the customer's current bill.

3. **Plan.** Staff is authorized to make the repayment arrangements, determine down payment, monthly installment added to the customer's current bill.

4. **Broken Arrangement.** Customers who break their Pandemic Temporary Payment Plan, are subject to disconnection of service and reconnection fees.

5. **Requests for Appeal of Broken Arrangement.** Customers who break their Pandemic Temporary Payment Plan face disconnection of service and may appeal to the Review Committee. Said appeal must be in writing and submitted to the Review Committee. A customer may file an appeal for possible reinstatement of the Pandemic Temporary Payment Arrangement as long as the customer has made good faith repayments for at least six (6) months.

6. **Response.** The utility shall respond to the written request for appeal within ten (10) business days after receiving from the customer all the information necessary to make a determination on the request. Only one (1) appeal will be granted during a repayment period.

7. **Reporting.** The Review Committee shall provide a monthly report to the WMUA Board of Commissioners on appeals and abatements made under this policy.

Effective Date. This policy shall become effective immediately upon approval of the WMUA Board of Commissioners.

This policy was adopted by the WMUA Board of Commissioners this day, _____ of _____ 20__.

_____, Board Chair

ATTEST: _____, Finance Director