

Our Billing Format

The Mt. Laurel MUA bills customers on a monthly basis. This makes payments more manageable for customers and it makes it easier to monitor usage which leads to quicker leak detection. It also allows us to communicate regularly with our customers.

Electronic Bill (E-Bill) -The Mt. Laurel MUA offers an electronic monthly billing option. Visit our website to fill out the appropriate application. **If you choose the electronic method you will no longer receive a paper invoice via US Mail.**

Payment Due Date

Your bill is due upon presentation. Payments must be in our office by the end of the last business day of the month with no additional grace period. Interest at 1 ½% per month will be charged on any unpaid balance.

Payment Options

For your convenience we offer the following payment options:

1. **Payment Processing Center** – You will find a convenient return envelope included with your monthly billing statement. Please remember to include the bill stub and your 9 digit account number on your check.
2. **Automated Clearing House (Direct Debit)** – This is a very convenient method of payment. Once you have applied for Direct Debit, your outstanding balance will be automatically deducted from your checking, savings or money market account on the 22nd of each month. No more checks to write or stamps to buy. You will still receive a copy of your monthly bill so that you are aware of the amount being deducted from your account. You can find the application on our website under online forms, or stop by our office to pick one up.
3. **Online Payments** – Pay your MUA bill online at www.mltmua.com. Click the online payment icon on the home page. You can make your payment using a credit or debit card; Visa, MasterCard and Discover are accepted. There is a convenience fee paid directly to the company processing the payment.
4. **Pay By Phone** – by calling 1-888-877-0450 your MUA payment can be processed. There is a convenience fee paid directly to the company processing the payment.
5. **Drop Box** – Located right outside our main office front door at 1201 S. Church Street. Check or money orders only, no cash. Please be sure to include your 9 digit account number on your check or money order.

6. **In Person** – at our main office located at 1201 S. Church Street. At this location we accept all forms of payment including Visa, MasterCard, Discover, cash, checks and money orders.

To Calculate Your Bill:

1. Find your usage on the front of your bill where it says **“Water usage in 1,000 gallons”**
2. On the back of your bill, find the customer charge (based on meter size) and the volume charges for water and sewer.
 - a. The customer charge is a flat monthly rate which is based on size of your meter.
 - b. The volume charge is based on your water usage.

Example For A Residential Customer With A 5/8” Meter Using 5,000 Gallons Of Water

Meter size – 5/8” - Usage 5,000 gallons

Customer charge for water=\$7.42 and sewer=\$7.28

Water charge = 5 (usage) X (volume charge) \$3.09 = \$15.45 + customer charge \$7.42 = \$22.87

Sewer charge = 5 (usage) X (volume charge) \$6.45 = 32.25 + customer charge \$7.28= \$39.53

Total bill for the month = \$62.40

For your convenience, we have attached an invoice showing a calculation example with the information highlighted.



MOUNT LAUREL TOWNSHIP

Municipal Utilities Authority

1201 SOUTH CHURCH STREET • MOUNT LAUREL, NEW JERSEY 08054

(856) 234-0062 Customer Service • FAX (856) 866-1092

www.MLTMUA.com

Remit this portion with payment in envelope provided.

Account Number
123456789

Pay By
12/31/13

Total Amount Due
\$62.40

Mr. Smith
123 Main Road
Anytown, NJ 11111

Make checks payable to Mount Laurel Twp. M.U.A.

Please do not fold, staple or clip.

Keep this portion for your records.

Service Address	123 Main Road	Account Number	123456789
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	Reading Date	Meter Reading	Irrigation Reading Date	Irrigation Meter Reading
Current	11/05/13	524		
Previous	10/05/13	519		
Water usage in 1,000 gallons		5	Usage	

Description	Total
Water charge=usage X volume charge + customer charge	\$22.87
Sewer charge= usage X volume charge + customer charge	\$39.53
Due Date	12/31/13
Total Amount Due	\$62.40

HOW TO CALCULATE YOUR OWN CHARGES FOR WATER & SEWER:

1. Find your **customer charge**, which is based on your meter size (most residential properties are 5/8 –1”). For this example, a 5/8” residential meter has a customer charge of \$7.42 for water and \$7.28 for sewer.
2. Now calculate your **volume charge**. Multiply your usage (highlighted in yellow) by the volume charge. For this residential customer example, the charge for water is \$15.45 (5 X \$3.09). Charge for sewer is \$32.35 (5 X 6.45).
3. Add the water customer charge to the water volume charge to determine total water charges (\$7.42 + \$15.45 = \$22.87). Do the same for total sewer charges. (\$7.28 + \$32.25=\$39.53)

NOTE

SEWER CHARGES ARE BASED ON CONSUMPTION UP TO 10 THOUSAND GALLONS. ONCE THAT AMOUNT OF CONSUMPTION IS REACHED, WE NO LONGER CHARGE FOR SEWER.

EXAMPLE—15 USAGE = 10 X \$6.45 (FOR RESIDENTIAL)

Mount Laurel Township Municipal Utilities Authority

1201 South Church Street • Mount Laurel, New Jersey 08054 • (856) 234-0062

Office Hours: Monday - Friday 8:00 am - 4:30 pm • Emergency Service 24 hours a day • (856) 234-0062

Return payment in enclosed self addressed envelope.

Please be sure to include:

- Payment stub
- Check payable to Mount Laurel Twp. M.U.A.
- Account number on check

THE ENCLOSED ENVELOPE IS FOR PAYMENT ONLY. INCLUDING CORRESPONDENCE IN THIS ENVELOPE MAY DELAY PROCESSING OF BOTH YOUR PAYMENT AND YOUR CORRESPONDENCE.

The Mt. Laurel MUA always bills in arrears. This allows us to bill you based on your actual usage rather than an estimation.

All bills for **both** water and sewer service are made up of a CUSTOMER CHARGE and a VOLUME CHARGE. All charges are billed monthly, in arrears.

CURRENT RATES FOR RESIDENTIAL (R), APARTMENTS (A), MUNICIPAL & SCHOOLS (M&S), COMMERCIAL & INDUSTRIAL (C&I) & IRRIGATION (IRR)

Customer Charge (Based on Water Meter Size)

WATER RATES:

METER SIZE	(R)	(A, M&S)	(C&I)	(IRR)
5/8"	\$7.42	\$7.42	\$7.42	\$3.71
3/4"	\$7.42	\$7.42	\$7.42	\$3.71
1"	\$17.91	\$17.91	\$17.91	\$8.95
1 1/4"	\$25.81	\$25.81	\$25.81	\$12.90
1 1/2"	\$35.68	\$35.68	\$35.68	\$17.84
2"	\$73.55	\$73.55	\$73.55	\$36.77
3"	\$101.88	\$101.88	\$101.88	\$50.94
4"	\$180.08	\$180.08	\$180.08	\$90.04
6"	\$329.52	\$329.52	\$329.52	\$164.76

Customer charge for water

Customer Charge (Based on Water Meter Size)

SEWER RATES:

METER SIZE	(R)	(A, M&S)	(C&I)
5/8"	\$7.28	\$7.28	\$7.28
3/4"	\$7.28	\$7.28	\$7.28
1"	\$17.56	\$17.56	\$17.56
1 1/4"	\$25.33	\$25.33	\$25.33
1 1/2"	\$34.99	\$34.99	\$34.99
2"	\$72.16	\$72.16	\$72.16
3"	\$99.94	\$99.94	\$99.94
4"	\$176.65	\$176.65	\$176.65
6"	\$323.27	\$323.27	\$323.27

Customer charge for sewer

Water rates

Sewer rates

Volume Charges (per thousand gallons):

(Tier 1) 0 through 10,000 gallons	\$3.09	\$3.90	\$4.09
(Tier 2) 11,000 through 25,000 gallons	\$6.01	\$6.35	\$6.97
(Tier 3) Over 25,000 gallons	\$8.31	\$6.35	\$8.34

All water used for irrigation which is separately metered

	\$8.31	\$8.31	\$8.31
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	\$6.45	\$6.81	\$7.49
	n/c	\$6.81	\$7.49
<i>*See Note</i>	n/c	\$6.81	\$7.49

The **CUSTOMER CHARGE** is made up of indirect charges related to meter readings, billing services, accounting services, maintenance of meters, etc. These charges are unrelated to the **VOLUME CHARGE**.

The **VOLUME CHARGE** is made up of direct charges related to supplying or treating the volume consumption such as personnel, chemicals, repairs, maintenance, electricity, etc.

METER READING CODES: E = ESTIMATED F = FINAL C = METER CHANGE N = NEW INSTALL

Estimated or zero usage bills: If your bill was ESTIMATED, OR HAD NO USAGE, it may mean the meter could not be read for some reason. Please contact our customer service department.

OUR MISSION STATEMENT: Provide safe, dependable and affordable water and wastewater services to our customers in an environmentally conscious manner while committed to our community's needs.

HOW TO CONTACT US

FOR YOUR CONVENIENCE, WE CAN BE CONTACTED IN A NUMBER OF WAYS:

- During normal business hours, Monday through Friday 8:00 A.M. to 4:30 P.M. (856)234-0062; Via fax at: (856)866-1092
- After hours, weekend & holiday emergency service call: (856)234-0062
- Through our web site at: www.MLTMUA.com

TERMS

This bill is due upon presentation with a grace period to the end of the month. Payments must be received by the last day of the month in which the bill is rendered. As of the 1st day of the next month interest at 1½% per month will be charged on the unpaid balance. Failure to receive bill does not waive penalty or relinquish responsibility for payment. A charge of \$35.00 will be levied on the account for any check returned by the bank for insufficient funds.

LEAKS CAN BE COSTLY. A RUNNING TOILET WILL RUN UP YOUR BILL.

Reminders:

- Water conservation program is year round and requires odd/even watering.
- All MUA employees carry ID Badges.
- Please contact us to schedule a final meter reading before moving from your home.

Water costs money...

don't waste it!

A dripping faucet or fixture can waste 3 gallons a day...a total of 1095 gallons a year.

Conserve Water and Save Money!

Waste per month at 60 psi water pressure (Mount Laurel's average water pressure)

Diameter of stream	Gallons
1/4"	393,833
3/16"	222,000
1/8"	98,666
1/16"	24,666

A continuous leak from a hole this size would, over a one month period, waste water in the amounts shown above.