

IMPORTANT MESSAGE: COVID-19 RATEPAYER RELIEF

MANTUA MUNICIPAL UTILITIES AUTHORITY

BE ADVISED that State Law requires residential customers to be offered an installment plan for any water and/or sewer charges accruing between March 9, 2020, and March 15, 2022. To maintain the installment plan, a residential customer must make timely payments on all future charges. An installment plan of 12 equal monthly payments on the total unpaid balance for the above time period is being offered. You will receive a notice from us in the mail with the total amount owed. Any remaining unpaid balance after the 12 month plan expires will be remanded to the annual township tax sale for collection.

LATE FEES, CHARGES AND PENALITES

BE ADVISED that P.L. 2021, c. 317 prohibits local governments from charging residential customers interest, fees, or charges for late payment of water and sewer charges accruing between March 9, 2020, and March 15, 2022, until after March 15, 2022, at which time interest and penalties may begin to accrue on new bills. Late interest, fees or charges may be enforced against arrearages accruing before March 9, 2020, and after March 15, 2022.

LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

The Low-Income Household Water Assistance Program (LIHWAP) is funded by the Federal Department of Health and Human Services' Low-Income Home Energy Assistance Program (LIHEAP) through the American Rescue Plan. An LIHWAP arrearage grant will assist citizens who have fallen behind on their utility (water and sewer) payments.

The monthly household income must be at or below 60% of the NJ state median income:

LIHWAP INCOME LIMIT					
# HH	1	2	3	4	5
60% SMI	\$40,181.00	\$52,545.00	\$64,908.00	\$77,272.00	\$89,635.00
MI Limit	\$3,348.00	\$4,379.00	\$5,409.00	\$6,439.00	\$7,470.00

Apply online: <https://njdca-housing.dynamics365portals.us/en-us/dcaid-services/>

If you do not have access to a computer or the internet, call 211 to be directed to one of the community action agencies to be assisted with starting, completing, and submitting an DCAid application online.

FAQ for Delinquent MUA Bills

- **What does the balance owed in this payment plan represent?**
 - It is any unpaid water/sewer charges that have accumulated during the Covid-19 Pandemic between March, 2020 and March, 2022. Late fees have NOT been applied to these balances during this time period NOR will be during the 12-month payment plan period thru April, 2023.
- **Do I have to make 12 equal payments over 12 months or can I pay down my balance with a schedule that suits me?**
 - You can make payments at whatever rate you can handle, whether it's once a month, every other month, quarterly, etc. as long as your balance is zero after the 12-month payment period.
- **When is the first monthly payment due and what happens if there is still a balance after the 12 month payment plan period is over?**
 - The first payment will be due by the end of May, 2022 and the last payment by the end of April, 2023. Payments can be made anytime but it is preferred by the end of each month. You will be mailed an (orange colored) "Past Due Notice" at the beginning of each month that will include your remaining balance owed. Any accounts with balances after April, 2023 will be forwarded to the annual tax sale conducted by the Township currently scheduled for December, 2023.
- **Can my water service be shut off if I don't make payments?**
 - The MUA has suspended shutting off water service for customers on this plan during the 12 month payment period (thru April, 2023).
- **Will future bills be subject to penalties?**
 - Normal future quarterly billing will continue being mailed (blue colored) and will be subject to late fees as before the Pandemic.