

Mantua Utility Billing Policies

A Utility Service Agreement must be signed by the Owner of the Property for all new Utility Service Accounts. For rental properties, we can bill the Renter only if the Owner has signed a new agreement authorizing us to bill the Renter. Utilities will be charged even if a property is vacant. Monthly Utility Billings are charged to your account at the end of each month for services you have already received during that month.

Monthly Bills:

A utility **Service Bill** shows account activity which includes any prior balance or credit, your current invoice and balance due. **If the Balance Due includes a Previous Balance, the previous overdue balance must be paid by the 10th of the month to avoid a Disconnect Notice even if the bill shows the total is due by the 23rd of the month.** If the Statement balance shows a negative sign (-) in front of it, then no payment is due because you have a credit balance. Water Meters are not read during winter, so your bill should be the same each month during the winter months. Utility Service Bills are mailed and/or emailed to those who have requested email delivery. An on-line Customer Portal www.pay.waterbill.com/login is available for customers to make electronic payments, but **Mantua cannot support the Auto-Pay option offered on the Intuity customer portal.**

Due Date and Late Fee:

All Utility payments are **due by the 23rd day of the month** following the invoice or statement date, and a **\$10.00 Late Fee** will be added to all accounts which still have an unpaid balance due after the 23rd day of each month (even if the unpaid balance is only \$5.00). Your entire Statement balance must be paid each month.

Disconnect Notice:

If a **Previous (overdue) Balance has not been paid** and received at the Mantua Town Hall **by 1:00 p.m. on the 10th day** of the month following the due date (23rd), then a **Disconnect Notice** will be delivered to your property. A disconnect notice gives residents a 2-day courtesy notice before water will be shut-off if payment is not received during that time.

Beginning in January 2017, each resident will be allowed up to two courtesy Notices per calendar year. Therefore, **Utility Customers who receive more than two Disconnect Notices in a calendar year, will be charged an additional \$25 Town Administration Fee for each Notice which is delivered to their property.** Disconnect Notices are delivered every month to all properties with delinquent accounts - even if the water has already been turned off and remains off from a prior shut-off. *Repeat offenders will have a case filed against them in Small Claims Court.*

Water Shut-Off:

It is Unlawful for Residents to turn their own water meter off or on for any reason. If water has been turned off due to non-payment or under-payment, it cannot be turned back on until the resident has paid their overdue balance along with **\$100.00 disconnection and reconnection fees (\$50 each).** Residents must wait for a Town employee to turn their meter back on after the entire account balance and fees are paid in full.

Garbage Pickup:

Garbage pickup is on Mondays (early morning) except for the following Holidays when they fall on Monday:

- New Year's Day, Memorial Day, July 4th, Labor Day, and Christmas.

Garbage rate is a total of \$21.00 per month for the required two cans (black garbage and blue recycling). Additional black garbage cans are \$14.00 per month. *An additional black garbage can is required for household/basement renters.*

Meter Readings and Water Overages:

Meters will be read during the months of April through October. Current water rates are as follows:

- \$31.00 per month up to 10,000 gallons per billed customer (Basic Rate) for a single-family household.
An additional \$31.00 basic rate will be charged for household/basement renters.
- \$1.25 per thousand gallons for 10,000 – 50,000 gallons (Tier 1)
- \$1.75 per thousand gallons for 50,001 – 90,000 gallons (Tier 2)
- \$2.25 per thousand gallons for 90,001 – 130,000 gallons (Tier 3)
- \$2.75 per thousand gallons for 130,001 gallons and above (Tier 4)