

Important Information

Effective June 1, 2009, the Shillington Municipal Authority instituted changes to its Rules and Regulations which may have an effect on the billing and collection of your quarterly utility bill. Please review the following summary of changes. Should you have any questions on this information, please contact the Town Hall at 610.777.1338.

Payment Plans:

All payment plans must be approved by the Borough Manager no later than one (1) day prior to the date scheduled for termination of service. After this date, no payment plan will be accepted.

Each consumer will be entitled to a one time payment plan without being charged a fee. For every additional payment plan, an Administrative Fee of \$10.00 will be charged. Owners who have multiple properties will be charged \$10.00 per payment plan per property (fee is payable at time of Agreement). If a consumer defaults on a payment plan (does not pay the agreed amount by the due date), the consumer will not be permitted to enter into a payment plan thereafter.

Investigation of Bills of Doubtful Accuracy:

Should you doubt the accuracy of your bill, you must contact the Borough's Water Department no later than five (5) days prior to the due date of the bill. A decision shall be rendered regarding the bill prior to your next billing period.

Final Readings:

It is now mandatory to have a final reading taken when the property is vacated and/or the property is transferred. Please contact the Town Hall at 610.777.1338 to make these arrangements.

Late Charges:

If a bill is not paid within thirty (30) days from the date of the bill, a penalty of ten percent (10%) will be charged. *Once incurred, a penalty will not be waived or removed.*

Delinquent Accounts:

In the event the Authority must collect the consumer's delinquent bill at his property, the consumer will be charged a \$30.00 fee. Collection at the property will be limited to checks or credit card payments only. **No cash will be collected.**

Fees for Turning Water Off/On:

A \$30.00 fee will be charged when the water service is turned off to a property for any reason. An additional \$30.00 fee will be charged to restore the water service.

We would like to remind you of some of the Rules and Regulations that were reconfirmed with the adoption of the new Rules and Regulations:

- ° Failure to receive a bill shall not exempt any consumer from the accruing of a penalty. The presentation of a bill to the consumer is only a matter of accommodation and not a waiver of the Rule.
- ° The service line including the curb stop and curb box shall be installed and maintained by and at the expense of the owner.
- ° The consumer must, at all times, properly protect the meter from injury by frost or any other cause and will be held responsible for repairs to meter made necessary due to their negligence.
- ° All persons are forbidden to open any fire hydrant or to use any water there from for sprinkling streets, for building or any purpose without permission in writing from the Authority.
- ° Should the water service be discontinued due to nonpayment, payment must be received by 3:00 p.m. in order to be restored that same day.

Attention Spring Township Residents:

Under an agreement with Spring Township, your water service may now be discontinued due to any unpaid sewer bills owed to the Township.

You may view the complete Rules and Regulations at the Borough's website: www.shillingtonboro.net.