

Our Billing Format

We have converted to monthly billing to make payments more manageable for our customers. For some of our customers, receiving a bill of \$100 a month is more manageable than receiving a \$300 bill quarterly. Also, this makes it easier for our customers to monitor their usage. This will enable quicker leak detection and also allow us to communicate regularly with our customers.

Payments

Your bill is due upon presentation. Payments must be in our office by the last day of the month with no additional grace period. Interest at 1 1/2% per month will be charged on the 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 don't forget to write your 9-digit account number on your check or money order and send it along with your bill stub.

2. Automated Clearing House (Direct Debit):

This is a most convenient method of payment. Once you have applied for Direct Debit, your monthly amount will be automatically deducted from your checking, savings, or money market account. No more checks to write or stamps to buy! You can find an application online at our website or, stop by our Customer Service Department.

3. In Person at 1201 S. Church Street:

We accept Visa, MasterCard, cash, check and money order payments at this location.

4. Drop Box:

Located at 1201 S. Church Street: Check or Money Orders only. Please be sure to write your 9-digit account number on your check or money order.

If you have any questions, please contact our Customer Service Department at:
856. 234.0062

For Direct Debit questions, please contact Kelly Abbott at:
856.722.8143

We're changing our look!

To better serve our customers, our new billing format will offer the enhancements of:

- Clear, easy to read billing.

**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	Due Date	Pay By Due Date
100000008	Mar 31, 2004	\$28.92

JOHN DOE
12 CHURCH ST.
MOUNT LAUREL, NJ 08054

91836291827346382

Keep this portion for your records.

Service Address	910 CENTERTON ROAD	Account Number	100000008
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	Reading Date	Meter Reading	Irrigation Reading Date	Irrigation Meter Reading
Current	02/18/04	521	02/18/04	0
Previous	05/09/03	488	05/09/03	0
Water usage in 1,000 gallons		33		0

Description	Total
Arrears	\$ 0.00
Water Charge	\$96.30
Sewer Charge	\$ 0.00
Fire Service Charge	\$ 0.00
Other Charge	\$ 0.00
Due Date Mar 21 2004 Total Amount Due	\$96.30

Check Number _____ Date _____ Amount Paid _____

USAGE
(water usage shown represents 1000's of gallons.)
Usage shown represents billing period ending:

Period	Usage (1000's of gallons)
2/04	~40
12/03	~35
9/03	~50
6/03	~75
2/03	~55

● = Negative Usage (if unusual periods are indicated, they are normally the result of estimated or adjusted consumptions. If you would like further information, please contact our customer service department.)

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

- Message Center, which will allow us to communicate important and/or interesting information to all of our customers. If we need to get a message to a specific customer, we'll be able to do that too!

Return payment in enclosed self addressed envelope.

Please be sure to include:

- Payment stub
- Check payable to Mount Laurel Twp. MUA
- 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.

- Historical Usage Graph, which will enable you to compare usage amounts of previous billing periods.
- Convenient Record Keeping Area

CURRENT RATES					
POTABLE WATER CHARGES	RESIDENTIAL	COMMERCIAL	SANITARY SEWER CHARGES	RESIDENTIAL	COMMERCIAL
Customer charge (50¢ meter only)	\$8.00	\$9.00	Customer charge (50¢ meter only)	\$9.00	\$9.00
Volume charge per 1,000 up to 30,000 gallons per quarter	\$2.48	\$2.48	Volume charge per 1,000 up to 30,000 gallons per quarter	\$4.94	\$4.94
Volume charge per 1,000 over 30,000 gallons per quarter	\$4.20	\$4.64	Volume charge per 1,000 over 30,000 gallons per quarter	None*	\$4.94*
METERED IRRIGATION ACCOUNTS			*NOTE: Residential sewer customers pay a maximum charge of \$167.00 per quarter. Commercial sewer customers pay according to usage (no maximum).		
Customer charge	None	None			
Volume charge per 1,000 for all water used	\$1.64	\$4.64			

All bills for both water and sewer service are made up of a quarterly CUSTOMER CHARGE and a quarterly VOLUME CHARGE, except for irrigation customers. 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 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 waste water 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
 - After hours, weekend & holiday emergency service call: (856)234-0062
 - Via fax at: (856)866-1092
 - Through our web site at: www.MLTMUA.com

TERMS

This bill is due upon presentation. Payments must be in our office by the last day of the month in which the bill is rendered, with no additional grace period. As of the 1st day of the next month interest at 1 1/2% per month will be charged on the unpaid balance. Failure to receive bill does not waive penalty or relinquish responsibility for payment.

RETURN CHECK CHARGE

A charge of \$15.00 will be levied on the account for any check returned by the bank for insufficient funds.

Reminders:

- Water conservation starts May 1 and ends October 1.
- All MUA employees carry ID Badges.
- Please contact us to schedule a final meter reading before moving from your home.

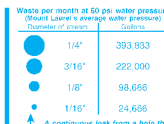
Water costs money...

don't waste it!

A dripping faucet or fixture can waste 3 gallons a day...a total of 1085 gallons a year.

Conserve Water and Save Money!

A reminder from your local water utility where we're dedicated to quality and service.



Free Class
Postage
Included

Post Office will
not deliver
without proper
postage

MOUNT LAUREL TWP. M.U.A.
P O BOX 48222
NEWARK NJ 07101-4822

- A convenient return envelope.
- Faster processing.

Also, for your convenience, we are now accepting Visa and MasterCard payments made "in person" at 1201 South Church Street.