

MOUNT LAUREL TOWNSHIP
Municipal Utilities Authority (MUA)

DATED MAY 26, 2020

As a SHARED SERVICE, the MUA is happy to provide this important message from the

MOUNT LAUREL BOARD OF EDUCATION

Register Now for September Entry into Mount Laurel School District's Full-Day Kindergarten:

Parents, if your child will be five years old by October 1, you can register now online. As soon as you register for the coming school year, the district can provide you with advance notices and information. We are processing all registrations even during our closure. Please visit the district website for additional information at: www.mtlaurelschools.org

MUA billing / payment information for you

As an update, we are happy to announce that the MUA resumed the reading of water meters in early May. For those customers whose meters were not read before this resumption, your June bill will again be based on averaged usage. Moving forward, monthly bills will reflect actual meter readings / water usage rather than estimated or averaged readings and usages. As we stated in May's billing insert, our goal is to return all customers to monthly billings based on actual meter readings starting with the July bills.

The averaging of May bills was generally quite successful, although a small number of customers are receiving credit adjustments on their June bills because of over averaged May bills. This impacts only about 3 of every 100 customers. And for most of those over averaged, it was only by one or two thousand gallons. All things considered, this is a very satisfactory result.

To determine if your account is one of the few that was over averaged in May, look to the "Usage" box on your June bill. If there is a negative number there, you were over averaged and therefore charged more than you should have been. A credit for the excess charges is shown in the "Description" box as "ADJ TO METER RDG". The total amount due on the account includes the credit and is what should be paid. For the vast majority of our customers, over averaging did not occur, so these entries do not apply and do not show on your June bill. The total amount due is what should be paid.

As for separately metered residential irrigation systems, your June bill reflects what you were billed in June of last year. The MUA is resuming the reading of irrigation meters in early June. As above, our goal is to be back to normal monthly billings with the July bills.

If you are experiencing a financial hardship and having trouble paying your bill, please call our Customer Service Representatives Monday through Friday, 8A - 4:30P at 856-234-0062 to discuss a payment plan.

We appreciate your understanding and patience as we continue working through these challenging times.