

MOUNT LAUREL TOWNSHIP
Municipal Utilities Authority (MUA)

DATED APRIL 27, 2020

First and foremost, please be assured that we continue to supply drinking water that meets or exceeds all state and federal standards. Because we provide an essential public service, we continue to focus on the reliability and safety of our water and wastewater systems for our customers, as well as the safety of our employees.

Although we are closed to customers, all our facilities remain fully operational. We continue to monitor the situation and evaluate our operational response plans.

As always, we can be reached 24/7 by calling our main office number at 856-234-0062.

Billing and payment information for you

Your meter reading and monthly bill

Due to Governor Murphy's stay at home order, the MUA stopped reading water meters in mid-March. For those customers whose meters had been read by then, the April bill reflected your actual meter readings and usages. The rest of our customers received April bills which showed either estimated or averaged usages. Since actual meter readings have not been taken since mid-March, the MUA is basing the May bill (enclosed with this notice) on your April bill.

As of this writing, the MUA plans to resume commercial meter readings the week of May 4. Residential meter readings are planned to resume the week of May 11. This will result in many of our June bills reflecting actual usages. For those meters we are not able to read for purposes of June billing, we will be estimating or averaging usage. Our goal is to return to normal monthly billings for all customers starting with the July bills.

As for separately metered residential irrigation systems, your May bill reflects the usage billed you in May 2019. As above, our goal is to be back to normal monthly billings with the July bills.

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

Paying your MUA Water and/or Sewer bill

There are several options regarding your payments, including:

- Mailing your payment in the envelope provided with your monthly bill.
- Mailing your payment to our administrative offices at 1201 S Church Street, Mount Laurel 08054
- Placing a check or money order (**no cash**) in the drop slot located in the wall to the left of the front door of our administrative offices at 1201 S. Church Street.
- Using a credit card <https://www.paylocalgov.com/Payment/SelectEntity/218>.
- Setting up a direct debit payment <http://www.mlmtua.com/forms/ACH-Auth-Form-2012.pdf>

If you are experiencing a financial hardship and having trouble paying your bill, please call our Customer Service Representatives at 856-234-0062 during normal business hours to discuss a payment plan.