

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. Please NOTE the Utility Billing Policies shown below:

Invoices and Statements:

An **Invoice** shows new charges for the past month. A **Statement** shows account activity which includes any prior balance, your current invoice and balance due. **The amount owed is the Balance Due on the Statement.** 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 Invoice should be the same each month. Statements are mailed each month, and Invoices will be emailed to those who have requested email delivery. If you do not have access to email, then invoices can be mailed upon request.

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** (shown as a Finance Charge) 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 an account 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 48 hours notice before water will be disconnected if payment is not received during that time.

Because Disconnect Notices cost the Town money through employee man-hours, there has been a change to the policy for Disconnect Notices. Beginning in January 2017, each resident will be allowed up to two 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 back on if the water was turned off due to non-payment. Water cannot be turned back on until the resident has paid their overdue balance along with a **\$50.00 reconnection fee.** Residents must wait for a Town employee to turn their meter back on after the required account balance and fees are paid in full.

Garbage Pickup:

Garbage pickup is on Mondays 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 \$16.50 per month for one garbage can and one recycling can, and \$5.00 per month for each additional can for a single family household. *An additional can will be charged \$11.00 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
- \$1.75 per thousand gallons for 50,000 – gallons and above.