

# Frequently Asked Questions

## **What does my current bill cover?**

Your monthly bill covers the upcoming month's minimum charges along with the previous month's water usage. For example: October 1<sup>st</sup> bill covers October's minimum charges and the usage that occurred during the period of August 15 to September 15.

## **Can I pay my bill online with a credit/debit card or check by phone?**

You can go to our home page at [www.monroemuanj.com](http://www.monroemuanj.com) and click on the Online Bill Pay (Yellow box) and you will be directed to the page where you can enter your account number that is printed on your bill, from there you will have the opportunity to pay your bill by credit/debit card, or by using your checking account information. \*Please note, none of this information is stored in our system so you will have to re-enter it each time you make your payment.

## **What does the minus sign next to my amount due on my bill represent?**

The minus sign signifies that you have a credit on your account and no payment is currently due.

## **Can a bill be sent to the tenant and the landlord?**

As a courtesy we can send a duplicate bill to the tenant; however, the Monroe MUA does not get involved in the owner/tenant relationship and will only address concerns pertaining to the account with the owner. Also, bills will be sent by e-bill only.

## **How do I find out if a property can connect to public water and/or sewer?**

The MUA has a form for water and sewer availability (Form E-D) which can be found on the Authority's website under Construction Applications. Fill out and submit your form and you will receive a response from the Superintendent's office within 48 hours.

## **How do I obtain an exemption from connecting to public water and/or sewer where service is not available?**

The MUA has a Waiver Exemption Form (Form E-D Exempt) which can be found on the Authority's website under Construction Applications. Fill out and submit your form and the Superintendent will sign off where applicable.

## **What part of the water service and sewer lateral is the homeowner's responsibility?**

Property owners are responsible for the entire length of the water service after the curb stop. The Monroe MUA is responsible for the meter, whether located inside the property or outside in a pit. The property owner is responsible for all other pipe, connections and valves. The MUA is responsible for the sewer lateral from the main to the curb line. The cleanout and lateral after the curb line is the property owner's responsibility.

## Tips:

1. Do not landscape around fire hydrants. During winter months, clear snow from around fire hydrant near your property. This will assist firefighters in case of an emergency.
2. Do not cover water curb boxes or sewer vents.
3. Do not dump grease down sinks. Grease is one of the leading causes of sewer blockages.
4. If you have a sewer blockage, call the MMUA at 856-629-1444 before you call a plumber.
5. Install a check valve on your sewer line if you have below-grade fixtures, ex., toilet, washer, etc. in basement or first floor of split-level house.
6. CALL BEFORE YOU DIG – DIAL 811 – This will allow utilities to mark out any facilities they have in your work area. It is also the law.
7. Do not plant trees over sewer lines. Tree roots are attracted to water in these lines that can lead to blockages and broken pipes.