

## **MONROE MUNICIPAL UTILITIES AUTHORITY**

### **IMPORTANT MESSAGE: COVID-19 RATEPAYER RELIEF MEASURES**

#### **Service Shutoff Moratorium**

**BE ADVISED** that Executive Order 229 currently prohibits a local government from shutting off water and/or sewer service due to nonpayment of water and/or sewer unless the disconnection is to prevent or ameliorate a risk to public health or safety. **THIS SHUTOFF MORATORIUM EXPIRES DECEMBER 31, 2021.**

#### **Late Payment Penalty and Lien Enforcement Moratorium**

**BE ADVISED** that, until January 1, 2022, Executive Order 229 places a moratorium on local governments enforcing late payment charges and penalties on water accounts or referring a delinquent water and/or sewer payment to tax sale. **On or after January 1, 2022**, charges and penalties may be imposed for delinquent payments, and any payments remaining delinquent may be referred to a tax lien sale held by the municipal tax collector.

#### **Bill Assistance and Arrearage Forgiveness Programs**

The New Jersey Department of Community Affairs (DCA) is currently developing a Low-Income Household Water Assistance Program (LIHWAP). This program is designed to assist water and sewer customers facing economic hardship due to the COVID-19 pandemic. Further information will be provided once the program goes live.

#### **Opportunity to Repay Arrearages in Installments**

**BE ADVISED** that residents experiencing economic hardship during COVID-19 and who are behind on their water and/or sewer payments may be eligible to enter into an agreement whereby the resident agrees to pay their arrearages in installments over a period of time. As part of the agreement, the resident must keep up to date on all current charges. For more information on repaying arrearages in installments, please contact the Billing Department at 856-629-1444 Monday thru Friday between the hours of 8:00 AM and 4:00 PM.