

BOROUGH OF CONSHOHOCKEN AUTHORITY
RULES & REGULATIONS
SECTION 8 - BILLING, PAYMENTS, DELINQUENCIES, ETC.

8.1 RENDERING OF BILLS FOR SEWER SERVICE

A single bill for sewer services will be rendered quarterly to each property owner. Normally, the bill will be printed the second week of the month and rendered as soon as thereafter as practicable.

Bills are payable at the designated pay agency of the Authority.

All bills for sewer service will be sent to the service address unless the property owner provides written notice of an alternative address.

Any fees incurred due to the collection of outstanding balances shall be the sole responsibility of the property owner.

8.2 PAYMENT SCHEDULE

8.2.1 For all new treatment/user charges, if a bill is not paid within 30 days of the date of billing, the maximum amount of statutory interest allowed will be added as a onetime charge.

8.2.2 If a customer seeks to dispute a bill, the customer shall send a written complaint to the Authority detailing why the Authority's bill is incorrect. The customer shall attach all necessary documents such as plumber's bills as a part of the complaint. The Authority will notify the customer within 30 days after receipt of the complaint with a decision, which will state whether the customer or Authority is correct and how much the customer owes. If the customer does not pay within 10 days from the decision being issued, the Authority will assess its standard late penalty and interests. However, the customer will not be assessed late penalty of interest while the disputed amount is being decided by the Authority. The customer can appeal this decision to the Montgomery County Court of Common Pleas.

8.3 DELINQUENT ACCOUNTS

8.3.1 Any bill unpaid after 30 days of presentation shall be classified as delinquent. Any bill unpaid after 44 days of presentation shall be subject to discontinuance of service (water shutoff) after not less than 10 days of written notice.

- 8.3.2 If service is discontinued for non-payment of the account, it will not be restored until the turn on fee plus all unpaid charges are paid or satisfactory arrangements have been made for payment. The Authority will not accept personal checks.
- 8.3.3 If the check used as payment to prevent shutting off of service is returned by the bank for non-sufficient funds, a processing fee will be charged against the account. The processing fee is listed in the Authority's fee schedule.
- 8.3.4 Any unpaid balance of service charges and penalties hereon shall be a lien against the property and action shall be initiated. Additionally, the Authority, in its sole discretion, may attempt to collect any unpaid balance by all available remedies in law and equity, which may include filing a complaint in District Court.
- 8.3.5 At the Authority's sole discretion the delinquent user may be permitted to temporarily suspend discontinuation of service by providing a minimum of 50% of the unpaid bill and entering into a contract with the Authority to make monthly payments in amounts and duration as determined by the Authority. At the Authority's discretion one missed monthly payment will immediately resume discontinuance of services procedures.

8.4 DISCONTINUANCE OF SERVICE

Service may, at the sole discretion of the Authority, be discontinued for any of the following reasons:

- (a) Misrepresentation in application
- (b) Nonpayment of any charge occurring under the application.
- (c) Nonpayment of bills within time prescribed.
- (d) Violation of any rules of the Authority.

8.5 RENEWAL SERVICE

Service will be renewed when the conditions under which such service was disconnected are corrected and upon payment of all accrued charges.

8.6 TAPPING FEES

Tapping fees at prevailing rates shall be payable prior to connecting to the Authority's sewer system. If a project is developed in sections, the connection fees shall be at the prevailing rate at the time of receipt of check. Refer to Section 2 for additional requirements.

8.7 DEPOSITS