



# BOONSBORO MUNICIPAL UTILITIES COMMISSION

21 NORTH MAIN STREET ♦ BOONSBORO, MD 21713

WWW.TOWN.BOONSBORO.MD.US ♦ 301-432-5141

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## UTIL.A.01: CUSTOMER BILLING INFORMATION

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**BILLING.** Utilities are billed quarterly for the following general periods: January 1 through March 31, April 1 through June 30, July 1 through September 30, and October 1 through December 31 and are mailed each April, July, October, and January respectively. **All accounts are established in the property owner's name and are billed to the property owner. (The Town does not mail utility bills or notices to tenants of rental properties.)**

All users of the Town's water supply system, including owners of unoccupied dwellings, shall be billed the quarterly minimum rates for water and sewer or actual usage charges whichever is higher.

Owners of all established residential units, including unoccupied dwellings, shall be billed the quarterly fee for sanitation collection.

Payments are due in full within thirty (30) days of the billing date (noted on the bill) and payable to the **Boonsboro Municipal Utilities Commission** or **BMUC**. Personal checks cannot be post-dated, and are not held for a future deposit date.

After thirty (30) days, a one-time interest penalty charge of 5% (five percent) will be added to the overdue bill and a late notice will be mailed.

After sixty (60) days, a disconnection notice – including the deadline for payment and the date and time of the disconnection of water services – will be mailed. (Disconnection notices are the final notification for payment mailed to property owners prior to disconnection of services.)

If services are disconnected, a reconnection fee of \$100.00 will be added to the overdue bill; the full past due amount, including the interest penalty charge and reconnection fee must be paid in full prior to reconnection of services.

**DISCONNECTION POLICY.** On the day of disconnection, a notice that service has been terminated will be left on the premises or will be presented to the property owner, if present. A payment made after disconnection must be paid in cash or money order to the Town Clerk in the Town Hall, 21 N. Main St. (Public Works personnel are not permitted to accept any form of payment.)

**RETURNED CHECKS.** An additional \$25.00 fee will be added to the utility bill for a check returned for any reason. If payment is received by check on the day of or just prior to disconnection and the check is later returned for insufficient funds, services will be terminated immediately.

**PAYMENT PLANS:** A property owner may arrange for a payment plan by contacting the Town Clerk immediately after a quarterly utility bill is received by the property owner. Payment Plans are based on the bill being paid in full prior to the issuance of the next quarterly utility bill



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**METER READING.** A property owner, whose water meter cannot be accessed by a meter reader, due to weeds or other impediments, will be in violation of the Town's Property Maintenance Code and subject to a fine of \$100 each day the violation remains after written notification is delivered.

**REPLACEMENT METERS.** If a customer requests a water meter to be tested or calibrated by the manufacturer after the Town's Public Works staff has determined the meter to be in working order, the customer will be billed an additional \$50, unless the manufacturer deems the meter to be faulty. If it is faulty, the meter will be repaired/replaced by Public Works Staff and the customer will be notified in writing.



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## UTIL.A.02: METER READINGS

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It is necessary for meter readings to occur in a timely manner in order to ensure that Quarterly Bills are provided at the beginning of each quarter.

Meter Reads for Quarterly Bills shall begin no more than 2 weeks prior to the mailing date for quarterly bills. Quarterly Bills are to be mailed no later than the 7<sup>th</sup> day of each month.



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## UTIL.A.03: CUSTOMER BILL ADJUSTMENTS

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At times, it may be necessary to adjust a water/sewer user's bill. The following are reasons for which a bill may be adjusted:

- High/Lo Fail indicated on meter report
- Leak
- Other unforeseeable circumstances, as determined and at the discretion of the Town Manager

The following shall be used to determine the amount of the adjustment:

The average of the last four quarters, excluding any anomalies, shall be used to determine the amount. The difference between the usage to be adjusted and the average usage shall be determined. The bill shall then be adjusted to the average usage.

For instance, if the readings for the last four quarter are 16800, 12500, 16200, and 14500 and the most recent reading is 44200. The average  $((16800+12500+16200+14500)/4)$  usage of 15000 is subtracted from 44200. Thus the bill is then credited the charge of 29,200 gallons and the estimated usage is 15000 gallons.

In the event it was determined there was a leak on the property; AND it was determined that the leaked water was between meter and the house connection; the averaging method would be used to adjust the amount of sewer charged.

\*NOTE: In years past, adjustments have been made for users filling up their personal pool- this policy does NOT allow for those types of adjustments to be made.



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## UTIL.A.03.a: CUSTOMER BILL FOR SETTLEMENT ERRORS

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In accordance with BMUC Policy UTIL.A.03; adjustments may be made to customers' bills for several reasons.

Per BMUC Policy UTIL.A.01 "Customer Billing Information, "all users of the Town's water supply system, including owners of unoccupied dwellings, shall be billed no less than the quarterly minimum rates for water and/or sewer."

As it is the responsibility of the property owner and/or the property owner's representative to notify the Boonsboro Municipal Utilities Commission should the status of the property change; at times when notification does not occur, there could be usage from a previous owner. Notification of the change in status of the property should have been made within 90 days of the change by the owner of the property.

Should a final billing not occur when the property transfers and charges are missed during the settlement of the property; an adjustment may be made to the account.

In order to determine the adjustment, the time frame of occupancy shall be considered and the averaging method as noted in Policy UTIL.A.03. Charges that were incurred and not paid by a former owner may be credited to the account.



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## UTIL.A.04: EXTRA METER READINGS & FINAL BILLS

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Throughout the billing quarter, there may be a need for the Town to provide an additional meter reading. Below are reasons for which an additional reading shall take place:

- Transfer of Property
- Verification of leak
- Change in Water Pressure

A customer may request one (1) extra meter reading per quarter if they feel there is a mistake or have concerns with their usage.

When an extra reading has occurred for a transfer of property; whether to a new owner or new tenant; a final bill shall be prepared based upon the new reading. Final bills shall be paid within 30 days and late fees shall be applied thereafter. Final bills will not be prepared during the two (2) weeks prior to the quarter end.



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## UTIL.A.05: PAYMENT ARRANGEMENTS

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A property owner may arrange for a payment plan by contacting the Water/Sewer Clerk immediately after a quarterly utility bill is received by the property owner. Payment Plans are based on the bill being paid in full prior to the issuance of the next quarterly utility bill.

If a leak has occurred on the property which results in the quarterly bill at least doubling the average of the last four quarters, payment arrangements may be made to pay the overage over a six-month period. The second quarterly bill that is distributed during the payment plan period must be paid in full by its due date.



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## UTIL.A.06: SPECIAL EVENT USAGE

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Water used for special events shall be metered. The Boonsboro Municipal Utilities Commission shall determine the charge for the event.



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## UTIL.A.07: BULK WATER CUSTOMERS

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Groups, contractors, individuals, etc that require water for approved uses (ie geo-thermal, construction, street-sweeping, etc but, excluding filling pools, washing cars, etc) shall be required to submit for approval of the use and rent a meter, with a deposit.

The user shall then pay for the metered bulk water at the normal commercial water rate as established each fiscal year.



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## **UTIL.A.08: AGENDA SCHEDULING**

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Items for discussion at the regularly scheduled Utilities Commission meetings, including concerns and complaints, are to be submitted in writing one week prior to the regularly scheduled meeting in order to be considered. The Utilities Commission shall have a minimum of 45 days to render a decision.