

BOONSBORO MUNICIPAL UTILITIES COMMISSION
TOWN OF BOONSBORO, MARYLAND
UTILITY BILLING POLICIES AND PROCEDURES

PROVIDING FOR THE MANNER IN WHICH TOWN PROVIDED UTILITIES ARE BILLED AND COLLECTED.

BILLING. Quarterly bills are mailed each January, April, July and October. **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/or sewer.

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 and payable to the "Boonsboro Municipal Utilities Commission." Personal checks cannot be post-dated, and are not held for a future deposit date.

After thirty (30) days, an interest penalty charge of 5% (five per cent) 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 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.

If a leak has occurred on the property which results in the quarterly bill at least doubling the average of the last for 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.

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.

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 the manufacturer deems the meter faulty, the meter will be repaired/replaced by Public Works Staff and the customer will be notified.

Effective June 1, 2009

*Revised: April 2013

REVISED: January 2015