



BOONSBORO MUNICIPAL UTILITIES COMMISSION

21 NORTH MAIN STREET ♦ BOONSBORO, MD 21713

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

UTIL.A.01: CUSTOMER BILLING INFORMATION

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 (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, 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 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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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 it is faulty, the meter will be repaired/replaced by Public Works Staff and the customer will be notified.



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UTIL.A.02: METER READINGS

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 7th day of each month.



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UTIL.A.03: CUSTOMER BILL ADJUSTMENTS

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 than 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 $((16800+12500+16200+14500)/4)$ of 15000 is subtracted from 44200. Thus the bill is then credited the charge of 29,200 gallons.

*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.04: EXTRA METER READINGS & FINAL BILLS

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 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

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 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

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

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

Items for discussion at the regularly scheduled Utilities Commission meetings, including concerns and complaints, are to be submitted in writing two weeks prior to the regularly scheduled meeting in order to be considered. The Utilities Commission shall have a minimum of 30 days to render a decision.