



BOONSBORO MUNICIPAL UTILITIES COMMISSION

21 NORTH MAIN STREET ♦ BOONSBORO, MD 21713

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

UTIL.A.01: WATER AND SEWER USAGE AND BILLING POLICIES AND PROCEDURES

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 properties connected to the Town's water supply system, including owners of unoccupied dwellings, shall be billed the quarterly minimum rates for water or actual usage charges, whichever is higher

All properties in the Town of Boonsboro limits connected to the Town's water supply, including owners of unoccupied dwelling, shall be billed the quarterly minimum rates for sewer or actual usage charges, whichever is higher and the Bay Restoration Fee (BRF) which is legislated to be collected by the Town of Boonsboro.

All properties in the Town of Boonsboro limits, 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.). Minimum charges as identified above under billing will continue to be assessed even after disconnection.

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



BOONSBORO MUNICIPAL UTILITIES COMMISSION

21 NORTH MAIN STREET ♦ BOONSBORO, MD 21713

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

METER READING. 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.

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 usage
- 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.

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.

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

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



BOONSBORO MUNICIPAL UTILITIES COMMISSION

21 NORTH MAIN STREET ♦ BOONSBORO, MD 21713

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

As an example, the following is used to determine the amount of an 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. charged.

*NOTE: In years past, adjustments have been made for filling up their personal pools - this adjustment is no longer available. Additionally, all metered water is NOT eligible for any adjustments since once water is metered the use and associated systems are the responsibility of the property owner.

SETTLEMENTS. Property owner(s) and/or the property owner's(s') representative are responsible for the payment of all utility charges. The Town is not responsible for reconciling any overlooked or incorrect charge payments made during a sale or transfer of property.

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

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.

AGENDA SCHEDULING. Items for discussion at the regularly scheduled Utilities Commission meetings, including concerns and complaints, are to be submitted in writing (electronic submittal is acceptable) one week prior to the regularly scheduled meeting in order to be considered. The Utilities Commission may render a decision during the same meeting, however, a decision shall be rendered no later than at the next regularly scheduled meeting or 45 days later, whichever is shorter.