

Town Bank Water Project Frequently Asked Questions

You may have several questions regarding the installation of city water service to your property. Please be assured that all information you will need to connect to city water will be covered completely in the certified letter you will receive from us once we obtain our connection permit from the State. You will not be responsible for any payment or connection until that point. At this time, we do not have a date that we can expect our permit. You can find updated construction schedules, a Town Bank area map and all mailed information on our website at any time. The website address is www.LTMUA.org. Below are the most frequently asked questions and their respective answers.

Q: *When will I be able to connect to city water?*

A: Once we obtain our permit from the NJDEP, we will be able to allow connections to the city water system. At that time, you will receive a certified letter in the mail from us outlining the connection process, and you will have one year from the date of that letter to connect to the city water system.

Q: *How much is the water connection fee, and how can I pay it?*

A: The cost for the water connection is **\$1,600.00 complete**. This includes the connection fee, water service line from the water main to the meter pit at the curb line, water meter and any cost for the LTMUA to install the water service to the curb line. This **does not include** the installation of the water service line from the water meter pit to the house, or the Lower Township plumbing permit.

You may pay the LTMUA connection fee by any of the following payment methods:

- You may pay the connection fee in full upon making the application to connect.
- You may make payments to the LTMUA over a five (5) year period interest free until the payment is paid in full.
- You may make application to the Lower Township Loan Program for a low interest loan for home repairs.
- You may make application to the USDA for a grant or low interest loan under their 504 and 502 plans.
- You may also make application to the New Jersey Housing & Mortgage Finance Agency (HMFA) for an interest-free ten (10) year loan, with a one-time application fee of \$75.

All payment plan information is available in our office. You will not be responsible for any payment or connection until you receive your certified letter from the Lower Township MUA.

Q: *Where is the best location for my water service?*

A: On the sketch you received, you will want to put an X at the property line on the side of your property that you would like your meter pit to be. The meter pit is a small pit where we will place your water meter once you are connected to city water. It will have a small metal lid, similar to a manhole, and it will be located at the edge of your property close to the street. Normally, the best location for your meter pit is directly in line with your existing water connection under your home. This way, the plumber can connect your home to the meter pit with a straight run of pipe, rather than avoiding any obstacles in or under your yard. If you have any concerns with choosing the location, we recommend you contact your plumber to advise you.

Q: *Who is the best plumber in town?*

A: We are not permitted to recommend plumbers. We ask that you converse with your neighbors and call around to several plumbers to get quotes if you are unsure. There are many area plumbers available in the phone book and online. Costs will vary for each property, and are based on the length of the yard and complexity of the service installation.

Q: *When will I get my water meter?*

A: Once you receive your certified letter, make payment and connect to the system, you will call our office to let us know you are connected and ready for your meter. We will then set your water meter.

Q: *How will I be billed for water?*

A: Water is billed quarterly, and you will receive a postcard with your meter reading, consumption and amount due. The minimum quarterly water bill for a single family property is currently \$62.48. That covers usage from 0-10,000 gallons of water.

Q: *May I keep my existing well?*

A: You may keep your existing well for outside usage only. Your plumber can best advise you on the process to keep your well.

Q: *What if I don't want to connect to city water?*

A: City water connection is mandatory in Lower Township wherever it is available, per Lower Township Ordinance 2009-1. You will have one year from the date of the certified letter you will receive to connect to the system. If you do not connect after a year has passed, you will be billed the minimum quarterly water rate for your property.

Q: *How do you read the water meters? Will anyone have to come into my home?*

A: Our current water meter system is read via radio transmission. There will be a radio transponder installed with your water meter and the transponder number will be attached to your utility account with us. A meter reader will drive down your street and your reading will be automatically sent to the computer. On occasion, if there was a problem collecting your meter reading, a reader will need to open your meter pit to check the numbers on the meter. No one will need to enter your home.

Remember to visit our website at www.LTMUA.org for construction schedules and project information.