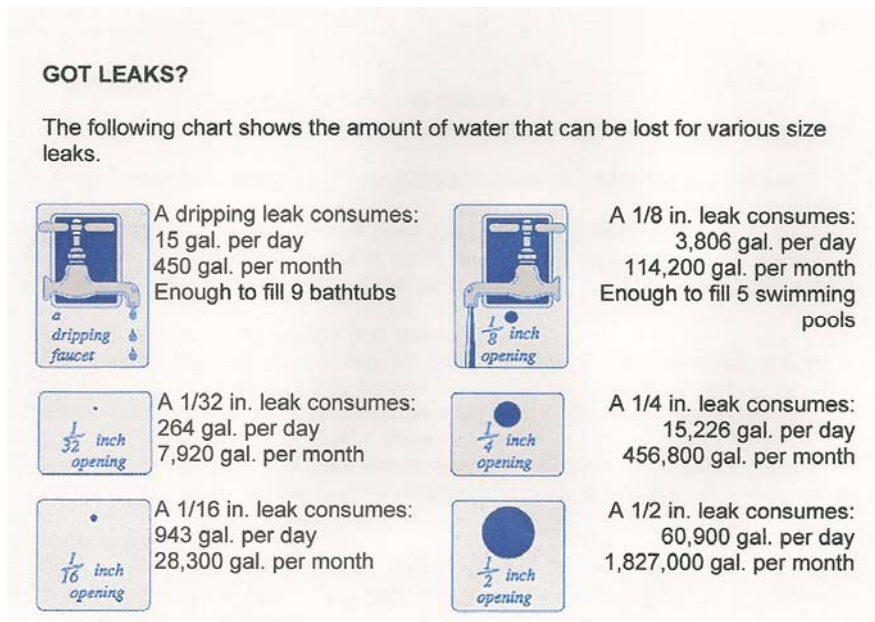


Deptford Township MUA

Frequently asked questions and Hints

General Questions/Helpful Hints:

1. Q- Does the MUA offer Saturday appointments?
A- No, Scheduled appointments are only made during normal business hours only. However, customers may call 856-853-4361 for any emergency after business hours.
2. Q- I received a letter from someone offering to insure my service lines. I thought the MUA would repair any breaks in the lines.
A- The DTMUA is responsible for the portion of the water and sewer service lines from the mains to the curb-line. The DTMUA is not affiliated with any company that provides insurance for water or sewer services located on private property and make no claims regarding their legitimacy.
3. Q- How do I know if I have a leak?
A- Locate the red triangle on the water meter. This is the low flow indicator. If the low flow indicator continues to spin clockwise without any fixture turned on, a leak is present. A second method is to write down the meter reading. After several hours of non-use, the reading should be the same. If not, a leak is present.



4. Hint- Use root/grease inhibitor in sewer clean-out or toilet to help prevent sewer backups.
5. Hint- Do not landscape around fire hydrants. During winter months clear snow from around fire hydrant near your property. This will assist firefighters in case of an emergency.
6. Hint- Do not cover water curb boxes or sewer vents.
7. Hint- Do not dump grease down sinks. Grease is one of the leading causes of sewer blockages.
8. Hint- If you have a sewer blockage, call the DTMUA before you call a plumber.
9. Hint- Install a check valve on your sewer line if you have below-grade fixtures, ex., toilet, washer or wash basin, etc., in basement or first floor of split level house.
10. Hint- Do not have sump pump tied into sewer line. This can lead to damage caused by flooding produced by sump pump pressurizing the sewer line in the event of a back-up. Also, it is a violation of State and Local codes to have sump pumps tied into the sanitary sewer line.
11. Hint- CALL BEFORE YOU DIG, dial 811- This will allow utilities to mark out any facilities they have in your work area. It is also the law.
12. Hint- Do not plant trees over sewer lines. Tree roots are attracted to water in these lines that can lead to blockages and broken pipes.
13. Hint- Prominently Display house numbers to make it easier to find your house.

Billing Questions:

1. Q - How do I read my bill?
A - Click on the following link for a detailed explanation on how to read your bill
http://www.deptfordmua.com/html/about_your_bill.html
2. Q – What does my current bill cover?
A –Your monthly bill covers the upcoming month’s minimum charges along with your previous month’s usage.
3. Q - Why am I receiving estimated bills?
A -The reason you might have an estimated bill is because the reading device used to obtain the readings from your meter has failed and needs to be repaired or replaced. If you see that your bill is being estimated, please contact the office to schedule a repair appointment.

4. Q - Can I pay my bill online with a credit/debit card or check by phone?
A - Yes, go to our home page at www.dtmua.com and click on the online bill banner and you will be redirected to the page where you can enter your account number and pin number that is assigned and printed on your bills, from there you will have the opportunity to pay your bill. This will redirect you to the Link2Gov web site where you can make a payment of your choice.
5. Q - What is the late fee if my bill is not paid on time?
A - There is 1.5% late fee that is posted the day after the due date that's printed on your bill.
6. Q - What does the minus sign next to amount due on my bill represent?
A - The minus sign signifies that you have a credit on your account and no payment is currently due.
7. Q - What does the "E" next to my meter reading represent?
A - The "E" represents estimated and is an indication that your meter is not working properly and you need to contact our office at 856-415-1111 to schedule a meter repair appointment.
8. Q - Can I request to have my meter tested?
A - Yes, if you feel that your meter may be inaccurate you may request that a bench test be conducted on the meter. If the meter's flows fall outside of the threshold set by weights and measure then you will be given a credit back for the excess usage that you were overbilled. However, if the meter tests within the allowable high/low flows then you will be required to pay the \$35.00 testing fee [Resolution 33-2106. Effective March 1, 2016].
9. Q - Can a bill be sent to the tenant and the landlord?
A - As a courtesy we can send a duplicate bill to the tenant; however the Deptford MUA does not get involved in the owner /tenant relationship and will only address concerns pertaining to the account with the owner. Also one of the 2 bills must be in the form of an e-bill. The Deptford MUA will only mail 1 paper copy and the owner must always receive a copy of the bill.

Water Related Questions:

1. Q-How much fluoride is in my water?
A- Naturally occurring fluoride exists only in trace amounts in the water supplied by the DTMUA and is not considered fluoridated.
2. Q- Will the MUA test my water?
A- In some cases. The DTMUA routinely tests water in accordance with the NJDEP and USEPA regulations at all well/treatment facilities and approved points within the distribution system. This provides for a good representation of the quality of water that is supplied to all customers.

The DTMUA will only provide sampling at customer locations for basic taste and odor complaints. This includes iron & chlorine that affects esthetic qualities.

3. Q- Where can I get information about my water quality?

A- The DTMUA sends a copy of the Consumer Confidence Report (CCR) to customers on an annual basis. The most current annual CCR may be viewed on this web site by clicking on the Water Quality tab on the home page.

4. Q-Where does my water come from?

A- The water supplied to Deptford's customers is supplied by the DTMUA's wells that are located in the Potomac-Raritan-Magothy water strata, almost 400 feet deep. Water is also supplied to Deptford Township by New Jersey American Water Company from the water treatment facility located in Delran, NJ.

5. Q-Why do I smell chlorine in my water?

A- Chlorine is a disinfecting agent used to assure there are no micro-organisms present in the water supply to customers. While there are no micro-organisms present in the pre-treated water, all water must use some form of disinfection agent as per NJDEP and USEPA regulations as a preventative measure. Only a small amount of chlorine is used and the required levels must be maintained. It is normal to smell a chlorine odor from the water.

6. Q- Does the DTMUA replace my water cap?

A- Yes. If the cap is broken or lost, the DTMUA will replace the cap at no charge to the customer. The water cap is the cover for the shut-off valve at the curb. It is usually marked "WATER"

7. Q- How does bottle water compare with my tap water?

A- While the DTMUA cannot make any professional analysis of bottled water, it should be noted that bottled water quality is not controlled by the same governmental agencies and guidelines that a public water system must follow. There are several web sites that can be searched that can provide information about this topic.

8. Q- Why is my water cloudy?

A- In most cases, you are experiencing the presence of minute air bubbles, or dissolved oxygen in your water, especially in the colder months or from a worn valve in the house. There is no cause for concern as the bubbles form when the cold water enters into your house where the pipes are warmer, releasing the dissolved oxygen from the water. Customers can perform a simple test that will confirm air is present. Draw a clear glass of water and see if the water clears from the bottom to the top. If so, air is the cause of the cloudy water. If it clears from the top to the bottom, the problem could be sediment from the main caused by the opening of a fire hydrant or high flows in the area.

9. Q- Why is my water brown or red?

A- A slug of iron passed by your service connection and entered into your pipes. This may be caused by fire hydrant flushing or high flows in the area. In most cases, discolored water will clear on its own within an hour or two. You may also run the water from the bathtub fixture until the water runs clear. Contact the DTMUA if the problem persists.

Sewer Related Questions:

1. Q- What do I do in the event of a sewer blockage?

A- Contact the DTMUA at any time. The DTMUA provides an answering service during non-business hours. The after-hours telephone number is provided via a recorded message if the main DTMUA number is called during non-business hours. Customers are encouraged to contact the DTMUA prior to calling a licensed plumber if unsure of the location of the blockage. If the blockage is found to be located in the DTMUA's portion of the sewer line, the DTMUA will clear the blockage at no cost to the customer if a sewer clean-out exists at the curb. If the customer does not have a cleanout, the customer is responsible for clearing the blockage at their expense because the DTMUA will not be able to determine where the blockage is occurring. If the customer has repeated problems, the DTMUA will, as a courtesy, install a clean-out upon written proof by a licensed plumber that the blockage is located past the curb line. Customers are encouraged to contact the DTMUA prior to calling a licensed plumber to assure the sewer main is not blocked.

2. Q- Does the MUA replace the lid on the sewer vent/cleanout?

A- No. The sewer clean-out and cover is owned and must be maintained or replaced by the customer.

3. Q- Who is responsible for a sewer backup if I do not have a clean out?

A- The customer is responsible for clearing the blockage at their expense, since the DTMUA cannot determine where the blockage is occurring. If the customer has repeated problems, the DTMUA will as a courtesy, install a clean-out upon written proof by a plumber that the blockage is located past the curb-line. Customers are encouraged to contact the DTMUA prior to calling a plumber to assure the sewer main is not blocked.