

Hanover Sewerage Authority

1000 Route 10, P.O. Box 320
Whippany, N.J. 07981-0320

Phone: (973) 428-2477
Fax: (973) 515-3774

Michael C. Wynne, P.E.
Executive Director

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Dear Residential and Non-Residential User:

The Authority has operated both its Collection System and Treatment Plant to protect the environment and public health since 1961. Our record of compliance has not been matched by any other similar facility. Earlier this year, the Authority received the NACWA Platinum 26 Award for our record of compliance. In recent years, the Authority also received Association of Environmental Authorities Best Management Practices Awards for its Employee Evaluation and Merit Pay System, Compliance Record and Collection System Life Extension Program.

We are enclosing January 2016 Highlights, which provide details on our current projects and other information for system users.

While achieving its record of compliance, the Authority has maintained a conservative rate structure. The average residential sewer bill for 2016 is \$612.00. This is an increase of 2.4%. The change in an individual bill is dependent on your consumption. The current rate compares to an average residential sewer bill of \$376.00 for the 1997 fiscal year. The average annual increase over the 20 year period has been about 3%.

In prior years we have indicated that new NJDEP requirements would be forthcoming. These will involve additional levels of treatment and new treatment technology. The cost of constructing and operating these facilities will be substantial. Further, NJDEP requirements for Asset Management will also require capital expenditures. The Authority is already expending significant funds to maintain and rehabilitate the sanitary sewer infrastructure. Efforts in the collection system are designed to extend the life and avoid costly failures and total replacement. Work in the Treatment Plant includes rehabilitation and replacement of equipment and facilities in the treatment plant that are between 30 and 50 years old. These efforts will result in more efficient operation and maintenance activities. The Authority will continue its efforts to protect the environment and public health in the most efficient and cost effective manner possible.

Enclosed with this letter is your annual sewer bill for 2016. Payments are due on the dates shown on the bill. There is a 30 day grace period for receipt of payment during which interest on current charges is waived.

Please note: We strongly suggest that you pay by mail. If you pay in person, payments are received in the Finance Department (Tax Office) immediately to your right upon entering the Municipal Building. The Municipal Building will be closed December 24 and December 25, 2015 and January 1, 2016. Municipal Building hours, except for Christmas Eve, are 8:30 a.m. to 4:30 p.m.

You can also pay your sewer bill on-line by going to Hanover Township's website, www.hanovertownship.com and click on the link "Make Sewer Payments On Line." Simply follow the step by step instructions to process your payment. Credit card payments are accepted on-line. Credit card payments are subject to a convenience fee of up to 4% of the payment amount.

The calculation of your bill is based upon facilities charges and volume charges. The calculation of each type of bill is explained below. Your actual calculation appears on your bill.

RESIDENTIAL – Residential facilities charges are based upon the average residential use of 90 ccf. The rate per ccf is \$2.48 resulting in a facilities charge for each residential unit of \$223.20. Properties with multiple residences are billed in multiples of this amount. The volume charge is computed from the average quarterly water consumption from September 2014 to March 2015. The actual period is based on your water meter reading dates. This average is then multiplied by four (4) to determine the annual consumption. This consumption is multiplied times the volume rate of \$4.32 per ccf. The total volume charge and facilities charge are added to determine your annual bill.

NON-RESIDENTIAL – Users with an annual consumption of greater than 90 ccf are billed based upon a combined rate of \$6.80 per ccf. For users with a volume of less than 90 ccf billing is based upon a facilities charge of \$2.48 and a volume charge of \$4.32 per ccf. Where applicable, these bills also include charges for grease trap inspection fees of \$250 per unit and floor drains at \$6.00 each. The consumption utilized to calculate the bills is based upon the period from October 2014 through September 2015.

CONSUMPTION DATA – For most users, consumption data is determined based upon water usage. In these cases, the water account used to determine the consumption is shown on your bill. **Note:** SMCMUA is using new account numbers. You should review your December water bill to confirm that the correct number was used in computing your sewer bill. If you are a new user or if data is unavailable, your bill may be estimated. In addition, some bills are determined based upon calculations or meter readings. In those cases, EST, CALC or READ appears on the bill. Most water billing data is obtained by radio or via telephone lines using an automatic water reading system. If your meter is read by telephone and you change your telephone number or use internet telephone service, you need to make sure that the SMCMUA has the information needed to obtain accurate meter readings.

For users who divert water to uses that do not enter the Authority's system, the Authority allows the installation of meters to measure this volume. In these cases, the volume diverted during a one (1) year period is deducted from corresponding water consumption readings to perform billing calculations. If you are interested in pursuing this option, please contact the Authority's Administrative Office before proceeding. There are no retroactive adjustments or adjustments for unmeasured volumes.

If you believe your bill was computed incorrectly, either as a result of incorrect water consumption data, the use of an incorrect water account number or estimated amount, you should make the first quarter payment when due and submit a request for adjustment in writing. If your request involves your water account number, you should include a copy of your water bill showing the account number. If, in fact, an error was made in computing your bill, charges for the second, third and fourth quarter will be adjusted.

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