

MONTAGUE SEWER COMPANY  
TARIFF  
for  
SEWER SERVICE  
Applicable in  
ALL TERRITORY SUPPLIED  
IN THE TOWNSHIP OF MONTAGUE,  
SUSSEX COUNTY, NEW JERSEY

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Issued: November 23, 1999

Effective: November 12, 1999

Issued by: Carl J. Wenz, Vice President  
Montague Sewer Company  
266 Clove Road  
Montague, New Jersey 07827

Issued pursuant to Order of the New Jersey Board of Public Utilities dated January 4, 2000 in Docket No. WR98101162.

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Issued: June 21, 2013

Effective: July 1, 2013

Issued by: John Hoy, COO  
Montague Water Company  
266 Clove Road  
Montague, New Jersey 07827

Issued pursuant to Order of the New Jersey Board of Public Utilities dated June 21, 2013 in Docket No. WR12110983.

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**AN INTRODUCTION TO CUSTOMERS**

The approved tariff located in the Company's office is available for your review. The Company is responsible to maintain its tariff with any changes approved by the Board of Public Utilities and must, by State Law and regulations, maintain it in exactly the same format as the Company's tariff on file at the Board of Public Utilities, 44 S. Clinton Ave., 1st Floor, P.O. Box 350, Trenton, New Jersey 08625. The Division of Water is on the 9<sup>th</sup> floor.

If, after you review this tariff and discuss it with appropriate Company employees, you still have questions regarding clarification or interpretations, please contact the Board of Public Utilities, Division of Water, Bureau of Rates at (609) 633-9800 or the Board's Division of Customer Relations at (800) 624-0241, or (609) 341-9189.

You have the right to review this tariff at the Company's offices or at the Board's office in Trenton. Your inquiries will be handled by the Board's staff in an expeditious manner in order to protect your rights as well as those of the water and/or sewer Company. Please feel free to exercise this right by telephone or by visiting the Board's offices at any time between the hours of 9:00AM to 4:00PM, Monday through Friday, or by writing a letter. The letter should contain the writer's name, address and phone number including the area code. If the writer is a customer of record, the account number should be included.

The Company also has available in its office a leaflet entitled "An Overview of Common Customer Complaints and Customer Rights." This is a summary of the most frequent customer complaints and rights; it does not include all customer rights or utility obligations.

The Board of Public Utilities is responsible for the final interpretation and enforcement of a utility's tariff provisions and rates. The utility is bound by New Jersey statutes and the Board's regulations. If a conflict should exist in the tariff that is detrimental to the customer, the Board's regulations supersede the tariff provision absent specific approval to the contrary by the New Jersey Board of Public Utilities. A utility company may provide for more liberal treatment than that provided for in the Board's regulations.

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Issued: July 20, 2022

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Issued by: J. Bryce Mendenhall, President  
Montague Water Company  
452 Route 202  
Montague, New Jersey 07827

Issued pursuant to Order of the New Jersey Board of Public Utilities dated July 13, 2022 in Docket No. WR22010018.

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AN OVERVIEW OF COMMON CUSTOMER COMPLAINTS AND CUSTOMER RIGHTS

The summary below is qualified in its entirety by the Utility Customer Bill of Rights adopted by the Board of Public Utilities, effective March 15, 2022, and available at <https://www.uiwater.com/new-jersey/customer-service/customer-bill-of-rights-links>. The Utility Customer Bill of Rights is subject to amendment by the Board of Public Utilities from time to time.

1. No public utility shall refuse to furnish or supply service to a qualified applicant. (Board Order CX86602155).
2. The utility shall not place the name of a second individual on the account of a residential customer unless specifically requested by said second individual. N.J.A.C. 14:3-3.2(b).

DEPOSITS

3. If after notice of the methods of establishing credit and being afforded an opportunity, a customer has not established satisfactory credit, the utility may require a deposit. The deposit amount shall be determined by taking the cost of service for one year, dividing by twelve and multiplying that figure by 2. Ex: 12 months total bills = \$763.54 divided by 12 = \$63.63 multiplied by 2 = \$127.26 deposit, or \$127.
4. The utility must furnish a receipt to any customer posting a deposit. The deposit will be returned with simple interest at a rate established annually by the Board of Public Utilities. Once the customer has established satisfactory credit with the utility, the deposit shall be returned to the customer with interest due. The customer has the option of receiving the deposit refund either by a check or a credit on the account. If a residential customer's deposit is not returned, the utility shall credit the customer's account with the accrued interest once every twelve months. N.J.A.C. 14:3-3.4, 3.5.
5. Where a water or sewer utility furnishes unmetered service, for which payment is received in advance, it may not require a deposit. N.J.A.C. 14:3-3.4 (j).

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DEFERRED PAYMENT AGREEMENTS

6. A customer is entitled to at least one deferred payment plan in one year. In the case of a residential customer who receives more than one utility service from the same utility (ex: water and sewer; gas and electric) and the amount which is in arrears is a combination of those services, the utility shall offer a separate deferred payment agreement for each service based on the outstanding balance for that service. N.J.A.C. 14:3-7.7(b)2. The Company must re-negotiate the deferred payment agreement should the customer's financial situation change significantly. The Company must also issue a new discontinuance notice each time it intends to shut off service, including defaults on the terms of the agreement. In the case of a residential customer who receives more than one utility service from the same utility and has subsequently entered into an agreement for each separate service, default on one such payment agreement shall constitute grounds for discontinuance of only that service. N.J.A.C.14:3-7.7(f).
7. A water and sewer utility shall not discontinue service because of non payment of bills in cases where a charge is in dispute provided the undisputed charges are paid and a request is made to the Board within five (5) days for investigation of the disputed charge. The Company must advise the customer of their right to appeal to the Board of Public Utilities. N.J.A.C. 14:3-7.6(b).
8. A customer has at least fifteen (15) days to pay a bill. A water and/or sewer utility may not discontinue water and sewer service unless written notice giving the customer at least ten (10) days notice prior to the proposed discontinuance. The notice shall not be given until after the expiration of the said fifteen (15) days time to pay a bill. N.J.A.C. 14:3-3A.3(b). The notice shall contain sufficient information for the customer to notify the Board of Public Utilities of the nature of the dispute. The utility shall make a good faith effort to determine which of its residential customers are over 65 years of age, and shall make good faith efforts to notify such customers of discontinuance of service by telephone in addition to notice by regular mail. This effort may consist of an appropriate inquiry set forth on the notice informing customers that they may designate a third party

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- to receive notice of discontinuance. Utilities shall annually notify all residential customers that, upon request, notice of discontinuance of service will be sent to a designated third party as well as to the customer of record. N.J.A.C. 14:3-3A.4(b).
9. Public utilities shall not discontinue residential service except between the hours of 8:00AM and 4:00PM , Monday through Thursday, unless there is a safety related emergency. There shall be no involuntary termination of service on Fridays, Saturdays, and Sundays or on the day before a holiday or on a holiday absent such emergency.
  10. The occupant of a multiple family dwelling has the right to be notified of a pending service discontinuance at least fifteen (15) days prior to the service being discontinued.
  11. A customer has the right to have any complaint against the utility handled promptly by that utility. Board Order, Docket Number CO8602155.
  12. Each utility shall, upon request, furnish its customers with such information as is reasonable in order that the customers may obtain safe, adequate and proper service. N.J.A.C. 14:3-3.3(a). Each utility shall inform its customers, where peculiar or unusual circumstances prevail, as to the conditions under which sufficient and satisfactory service may be secured from its system. N.J.A.C. 14:3-3.3(c). Each utility shall supply its customers with information on the furnishing and performance of service in a manner that tends to conserve energy resources and preserve the quality of the environment. N.J.A.C. 14:3-3.3(d).

#### METERS

13. The utility must provide for one free meter test within a year if the customer so requests it. The customer can request that the Company or the Board may test the meter. A meter of a customer who has a complaint filed with the Board reflecting on the accuracy of the meter shall not be removed from service by the utility during the pendency of said complaint or during the following thirty (30) days unless otherwise authorized or directed

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by the Board. N.J.A.C. 14:3-4.8(c). When a billing dispute is known to exist, the electric gas or water utility shall, prior to removing the meter, advise the customer that they may have the meter tested by the utility or may have the Board either conduct a test of the meter or witness a testing of the meter by the utility, and that in any event the customer may have the test witnessed by a third party. N.J.A.C. 14:3-4.5(c). A meter test arising from a billing dispute may be appropriate in instances which include, but not limited to, unexplained increased consumption, crossed meters, consumption while an account is vacant or any other instance where the meters accuracy might be an issue in a bill dispute. N.J.A.C. 14:3-4.5(d).

14. Whenever a water meter is found to registering fast by more than one and one-half percent, an adjustment of charges shall be made in accordance with the following: (1) If the date when the meter had first become inaccurate can be ascertained then the adjustment shall be such percentage as the meter is found to be in error at the time of test adjusted to 100 percent on the amount of the bills covering the entire period that the meter has registered inaccurately. (2) In all other cases the adjustment shall be such percentage as the meter is found to be in error at the time of the test on one-half of the total amount of the billing affected by the fast meter adjusted to 100 percent since the previous test. No adjustment shall be made for a period greater than the time during which the customer has received service through that meter. No adjustment shall be made for a meter that is found to be registering less than 100 percent except in the case of meter tampering, non-registering meters or in circumstances in which the customer should reasonably have known that his bill did not reflect his usage. N.J.A.C. 14:3-4.6(d).
15. A utility must maintain records of customers accounts for each billing period occurring within a six (6) year period. Such records shall contain all information necessary to permit computation of the bill. N.J.A.C. 14:3-6.1(b).
16. Bills rendered must contain the following information: (A) The meter readings at the beginning and end of the billing period; (b) The dates on which the meter is read; (c) The number and kind of units measured; (d) Identification of applicable rate schedule or a

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statement that the applicable rate schedule will be furnished on request; (e) The amount of the bill; (f) A distinctive marking to indicate an estimated, averaged or a remote meter index; (g) An explanation or statement of any conversion from meter reading to billing units or any other calculations or factors used in determining the bill; and (h) The gross receipts and franchise tax statement. N.J.A.C. 14:3-7.2(b).

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TERRITORY SERVED

This tariff shall apply to the jurisdictional service area of MSC which includes a part of the Township of Montague, Sussex County, New Jersey including portions of the High Point Country Club community, in Montague Township.

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STANDARD TERMS AND CONDITIONS

The Regulations of the New Jersey Board of Public Utilities applicable to sewer utilities are incorporated by reference to the extent that the subject matter of any Regulation has not been covered herein.

GENERAL RULES

1. Property owners wishing to connect their premises with the sewer line of the Company shall make application at the office of the Company and must agree to the terms, conditions and rates as set forth in this and subsequent tariffs of the Company.
  - (a) The owner of any property connecting with said sewerage system must make the house connection at his own expense. Any damage to the pavement, sidewalk, curb or gutter resulting from the making of such house connection shall be repaired at the owner's expense.
  - (b) The owner of any property connected to the sewerage system may not interfere with MSC's usage of any clean-out belonging to MSC's system. Said owner may not tamper with or obstruct the clean-out. Said owner shall see to it that his on-site septic tank is emptied as necessary, but at a minimum once every two years. Upon request of MSC, customer shall produce the tank cleaner's certificate. In the absence of a certificate, MSC shall be permitted to interrupt service, after proper notice, to protect its leach fields and other facilities.
2. Grease interceptors shall be provided by the customer, at customer's expense when, in the opinion of the Company, they are necessary for the proper handling of liquid wastes containing grease or other ingredients harmful to the sewer system or sewage treatment plant or processes.
  - (a) The size and type of each interceptor shall be determined according to maximum volume and rate of discharge, and each separator shall be approved by the Company. No wastes other than those requiring separation shall be discharged into any interceptor.

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3. Grease interceptors for major installations shall be a mechanical device which is not solely dependent upon employees, for maintenance and operation.
  - (a) All interceptors shall be installed upon the lines of the customers in such a manner and location that it is accessible for inspection by the employees of the Company.
4. No fixture or fixtures shall be installed in the premises of a customer in a basement or at any other point, unless the trap of the fixture is at least 6 inches above the level of the manhole cover of the Company's main which is nearest to the connection from said customer's premises. This provision does not apply where adequate pumping facilities are installed on premises. The Company may require the removal of any fixture which violates this provision and failure to remove such fixture within the time specified shall be cause for the Company to discontinue service and refuse further services until the offending fixture or fixtures are removed.
5. The Company shall not be liable, whatever the cause, for any damages, resulting from a backing up of sewerage through open traps in fixtures located in basements or otherwise or from open joints in sewer lines located in basements or elsewhere, where such traps or lines are less than 6 inches above the level of the manhole cover of the Company's main which is nearest to the connection from the premises of the customer.
6. In accordance with the National Standard Plumbing Code adopted by the Uniform Construction Code of the State of New Jersey, no storm drainage system of a building shall be connected directly or indirectly to the sanitary drainage system. The Company adopts the above provision and prohibits the drainage of storm water into its collecting system.
7. All persons, whose premises are connected with the Company's sewerage system or otherwise discharging sewage, wastes, water or other liquids either directly or indirectly into the sewerage system, shall be charged for such service according to the approved rates filed with the Board of Public Utilities of the State of New Jersey.

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8. Sewerage service may be discontinued by the Company for any of the following reasons:

(a) For non-payment of a valid bill for service based on the rates approved by the Board and contained in the utility's tariff. Customers unable to pay the full bill shall be afforded the opportunity to enter into a reasonable deferred payment agreement.

(b) For the refusal to admit the proper representative of the company who requires admission to the premises.

(c) All notices herein of discontinuance shall be delivered to the owner personally or by registered mail, addressed to the last address of the owner listed in the records of the Company. On all notices of discontinuance to residential customers, there shall be included:

(1) A statement that the utility is subject to the jurisdiction of the New Jersey Board of Public Utilities and the address and phone number of the Board. The telephone number of the Board to be indicated on such statement are (609) 341-9189 and (800) 624-0241 (toll free).

(2) A statement that in the event the customer is either unable to make payment of a bill or wishes to contest a bill the customer should contact the utility. The notice shall contain information sufficient for the customer to make appropriate inquiry.

(3) A statement that if the customer is presently unable to pay an outstanding bill, the customer may contact the utility to discuss the possibility of entering into a reasonable deferred payment agreement. In the case of a residential customer receiving more than one different service from the same utility, the statement shall state that deferred payment agreements are available separately for each utility service.

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(d) The utility shall make every reasonable attempt to determine when a landlord-tenant relationship exists at residential premises being serviced. If such a relationship is known to exist, discontinuance of residential service is prohibited unless the utility has posted notice of discontinuance in the common areas of multiple family premises and has given individual notice to occupants of single and two family dwellings and has offered the tenants continued service to be billed to the tenants, unless the utility demonstrates that such billing is not feasible. The utility shall not be held to the requirements of this provision if the existence of a landlord-tenant relationship could not be reasonably ascertained.

(e) If sewer service is disconnected by the utility for any reason the customer will be assessed a charge of \$37.50 which will be paid before service is restored. This charge will be waived automatically one time per calendar year. Customers who request to be reconnected within nine months of disconnection will be assessed an appropriate base facilities charge for the service period the customers was disconnected, which will be paid before service is restored.

9. The Company reserves the right subject to approval of the Board of Public Utilities of the State of New Jersey, to change, take from, or add to the foregoing rules, regulations, terms and conditions.
10. Customers wishing to discontinue service must give notice to that effect. Where such notice is not received by the utility, the customer shall remain liable for service until notice is received.
11. Rates apply to normal sewerage as defined by the N.J. Department of Environmental Protection ("DEP"). The Company reserves the right to require pretreatment prior to discharge into the sewer system if the sewerage contains harmful substances such as gasoline, P.C.B.s, oil, explosive liquids, grease, phenols, acid, alkalines, lint, excessive detergents or any other toxic or hazardous substances as defined by DEP. This paragraph includes but is not limited to laundromats or dry cleaners where the owner will be required to provide a screen or filter to remove excessive lint before discharge into the sewer system.
12. Any customer making payment with a check returned for insufficient funds shall be charged \$25.00, said sum payable with the original amount due.

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BILLS

13. A customer's responsibility to pay for sewer service continues from the time service is commenced, pursuant to his application, until written notice is received by the Company of a change of ownership or occupancy of the premises or written notice is received by the Company to discontinue the applicable service. No allowance will be made in cases of nonoccupancy, unless the Company is notified in writing in the manner stated above. Notice to discontinue service will not relieve a customer from responsibility for any minimum or guarantee payment.
14. Where sewer service is discontinued for nonpayment of bills, service will not be resumed until payment or satisfactory arrangements for payment have been made. Under such circumstances, MSC may require a deposit from the customer to insure prompt payment of future bills.

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RATE SCHEDULE NO. 1

Residential Service

Applicable to use of service for:

Residential sewer service.

Character of Service:

Continuous

Rate: Monthly charges

Base facilities charge: for each dwelling unit

<u>Per Dwelling Unit</u>	<u>Phase 1</u>	<u>Phase 2*</u>	<u>Phase 3**</u>
	\$72.94	\$97.69	\$110.06

Metered consumption: limited to 2000 gallons per month

<u>Per 1000 Gal.</u>	<u>Phase 1</u>	<u>Phase 2*</u>	<u>Phase 3**</u>
	\$20.00	\$20.00	\$20.00

\*Phase 2 will become effective 12 months after effective date of Phase 1.

\*\*Phase 3 will become effective 12 months after effective date of Phase 2.

Payable: monthly in arrears.

Terms of Payment:

Net cash, becoming delinquent  
21 days from date of billing

Issued: July 20, 2022

Effective: August 1, 2022

Issued by: J. Bryce Mendenhall, President  
Montague Water Company  
452 Route 206  
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RATE SCHEDULE NO. 2

Commercial Service

Applicable: for sewer service to Commercial customers

Character of Service: Continuous

Rate: Monthly charges

Base facilities charge:

<u>Water Meter Size</u>	<u>Rate</u>	<u>Phase 2*</u>	<u>Phase 3**</u>
5/8"	\$364.70	\$488.44	\$550.30
3/4"	\$547.05	\$732.66	\$825.45
1"	\$911.75	\$1,221.09	\$1,375.75
1.5"	\$1,823.50	\$2,442.19	\$2,751.50
2"	\$2,917.60	\$3,907.50	\$4,402.41
3"	\$5,470.50	\$7,326.56	\$8,254.51
4"	\$9,117.50	\$12,210.94	\$13,757.52
6"	\$18,235.00	\$24,421.88	\$27,515.04

Metered consumption: limited to 2000 gallons per month

Per 1000 Gal.	\$20.00	\$20.00	\$20.00
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\*Phase 2 will become effective 12 months after effective date of Phase 1.

\*\*Phase 3 will become effective 12 months after effective date of Phase 2.

Payable: monthly in arrears.

Terms of Payment: Net cash, becoming delinquent 21 days from date of billing

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