

IMPORTANT MESSAGE: COVID-19 RATEPAYER RELIEF MEASURES

Certain measures are in place providing relief to ratepayers experiencing economic hardship during the COVID-19 pandemic. Please review this message in its entirety. For more information, please contact Terri Eckel, Utilities Clerk at (856) 456-0030 ext. 114 or email nmurtaugh@westville-nj.com/teckel@westville-nj.com

SERVICE SHUTOFF MORATORIUM

BE ADVISED that Executive Order 229 currently prohibits a local government from shutting off water service to a residential customer, or to accounts primarily serving **residential** customers, due to nonpayment of water or sewer charges unless the disconnection is to prevent or ameliorate a risk to public health or safety. This shutoff moratorium remains in effect until **January 1, 2022**.

LATE PAYMENT PENALTY AND LIEN ENFORCEMENT MORATORIUM

BE ADVISED that, until January 1, 2022, Executive Order 229 places a moratorium on local governments enforcing late payment charges and penalties on water accounts, or referring a delinquent water payment to tax sale. On or after **January 1, 2022**, charges and penalties may be imposed for delinquent payments, and any payments remaining delinquent may be referred to a tax lien sale held by the municipal tax collector.

BILL ASSISTANCE AND ARREARAGE FORGIVENESS PROGRAMS

The New Jersey Department of Community Affairs (DCA) is currently developing a Low Income Household Water Assistance Program (LIHWAP). This program is designed to assist water and sewer customers facing economic hardship due to the COVID-19 pandemic. Further information will be provided once the program goes live.

OPPORTUNITY TO REPAY ARREARAGES IN INSTALLMENTS

BE ADVISED that residents experiencing economic hardship during COVID-19 and who are behind on their water or sewer payments may be eligible to enter into an agreement whereby the resident agrees to pay their arrearages in installments over a period of time. As part of the agreement, the resident must keep up to date on all current charges. For more information on repaying arrearages in installments, please contact Terri Eckel, Utilities Clerk at 856-456-0030 ext. 110 or email nmurtaugh@westville-nj.com/teckel@westville-nj.com for specific information on deferred payment agreements.