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CHIEF FINANCIAL OFFICER

*Hi folks, I am Brian Valentino, the Executive Director of your local environmental authority, the Western Monmouth Utilities Authority. We collect and clean more than 8 million gallons of wastewater in our region every day of the year. I became aware of your concerns yesterday so I thought I should come help resolve any of your issues that I can. Please read on. . .*

*1. If any of you would like to discuss your individual situations with me, please feel free to DM on Facebook or call any of our customer service professionals at 732-446-9300, Ext. 100 or email at [customerservice@wmuanj.org](mailto:customerservice@wmuanj.org). You will get a prompt reply during regular business hours regardless of how you contact us.*

*2. Last year, the WMUA began billing all of our customers with one annual paper bill that includes four quarterly payment stubs. For those of you familiar with paying your own property taxes, this bill will look nearly identical to your tax bill except that it will be from the Western Monmouth Utilities Authority and will only contain information related to your own sewer service. Please note, the WMUA is not your drinking water provider.*

*3. When WMUA was planning to make this switch to an annual bill, we sent First Class mailed letters to every customer advising them of the upcoming switch while we continued to mail every customer the old-style, individual postcard-based bills. We also provided notice on our website and social media platforms—which I readily admit are rarely visited by anyone.*

*4. We know that it can be difficult for some people to remember to pay their bills quarterly when bills are only mailed out once a year. For that reason, we provide a multitude of ways to make it easier for you to automatically pay your bill and/or receive notifications to remind you it is time to pay. You can find additional information on all of these programs both online at [wmuanj.org](http://wmuanj.org) or by calling our customer service team at 732-446-9300, Ext. 100. Your financial institution also likely has easy payment systems available to you through electronic checking or other programs. Check with your bank to learn more.*

*5. We also know that several of you have privacy concerns relating to our website. Please remember, the WMUA is a public government agency, not a private company. As such, all of*





our customer account information, including balances due and payment history, is statutorily required to be public information. You should also know that every government agency in the state has to comply with the same laws. So your home property tax information is public, as is your dog license payments, and etc. In making this information available electronically, WMUA is merely complying with the intent of New Jersey's Open Public Records Act to conduct the public's business with full transparency.

6. Unlike most public utilities, the WMUA will never shut off your service due to late or non-payment. By law, we charge fair interest on delinquent payments, and if you fail to bring your account current over time your wastewater bill, like a delinquent property tax bill, may eventually be sent to tax sale. However, the overwhelming majority of our customers bring their bills current before this is ever the case.

Furthermore, we offer every account holder the ability to waive interest for late payments one time during the life of the account. We are happy to consider a request to waive interest before payment is made by contacting our customer service staff. We cannot waive interest already paid or offer refunds for interest already paid.

7. Finally, we want you to know that we take your concerns seriously and want to be able to explain things, answer your questions and take your feedback personally. Please do not hesitate to contact me or any of our staff—we are happy to talk to you!

Until then, please do your best to stay safe and healthy!