

# Paying Water/Sewer Bill

## ***Option One: Pay in Person:***

- The office is open from **8:30 am to 4:30 pm** every **Monday through Friday** except on holidays.
- You will need to bring a valid payment to the collection's office: Cash, Check, and Money Order.
- While not required, bringing in your bill (both sides) can help expedite the process.
- If you do not know how much you need to pay, you can request the information in person at the collection's office.
- If you come to the collection's office and find no one is available (office is closed or staff is busy) you can deposit your payment in the drop box located in the Town Hall lobby (NOTE: we **DO NOT** accept cash in the drop box)

## ***Option Two: Pay Online:***

Visit [cedargrovenj.org](http://cedargrovenj.org) scroll down to "Pay Water & Sewer Bill Online" and click on the tab.

### **Searching for your bill using Account No:**

In the page enter in your account number. Note when searching the account you DO NOT include the "-" in the search bar. For example, if your account is "1-23456789" you would enter "123456789" into the field and hit search. Click the account number underlined in blue to pay your bill. NOTE: paying by e-check confers a \$1 convenience fee and paying by card confers a 2.95% convenience fee.

### **Searching for your bill using Street:**

In the page enter the address of the property as it appears in your bill. Please note the suffix of your address (e.g., Street, Road, Avenue, etc.) may be abbreviated in our records. If you do not find your property, try searching without it, or try different versions (e.g. St, Rd, Ave, etc.). Click the account number underlined in blue to pay your bill. Note paying by e check confers a \$1 convenience fee and paying by card confers a 2.95% convenience fee.

## ***Frequently Asked Questions***

### **When should I expect my bill?:**

Your section (determined by the first number in your account) indicates when you are billed:

Section	Billing Month	FEB	MAY	AUG	NOV
<b>1</b>	Service From:	NOV-JAN	FEB-APR	MAY-JUL	AUG-OCT
	Penalty By:	MAR-15	JUN-15	SEP-15	DEC-15
	Billing Month	MAR	JUN	SEP	DEC
<b>2</b>	Service From:	DEC-FEB	MAR-MAY	JUN-AUG	SEP-NOV
	Penalty By:	APR-15	JUL-15	OCT-15	JAN-15
	Billing Month	JAN	APR	JUL	OCT
<b>3</b>	Service From:	OCT-DEC	JAN-MAR	APR-JUN	JUL-SEP
	Penalty By:	FEB-15	MAY-15	AUG-15	NOV-15

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**In all cases expect billing to arrive around the middle of each month according to your section.**

### **I did not receive my bill, what can I do?**

Failure to receive a bill **DOES NOT EXEMPT** you from the amounts owed and any penalties that may follow from a late payment. If you have not received a bill by the middle of your respective billing month you can call **973-239-1410 ext. 212 or 214** and request the information over the phone or by email to [tufaro@cedargrovenj.org](mailto:tufaro@cedargrovenj.org) or [milton@cedargrovenj.org](mailto:milton@cedargrovenj.org).

### **I am moving, how do I get a final water bill?**

If you are selling your property, you need to call **973-239-1410 ext. 212 or 214** in order to request a final water read. To do this have the following information on hand:

- Date of closing
- Address of the property
- Name and number to contact
- An email or fax number of your attorney or title company; we **DO NOT** accept email/fax of the seller)
- Name of the buyer(s)

### **The account holder has died, am I still liable for assessed penalties?**

Yes, Township policy states penalties, once applied, cannot be waived under any circumstance.

### **I have received a bill for water/sewer that I just recently paid, why?**

Sometimes when sending a check via mail your payment comes in after we have already sent out late notices to delinquent accounts. If you are worried your check has not been processed you can call **973-239-1410 ext. 212 or 214** or email [tufaro@cedargrovenj.org](mailto:tufaro@cedargrovenj.org) or [milton@cedargrovenj.org](mailto:milton@cedargrovenj.org) for additional information.

### **Can I use one check to pay off multiple accounts?**

Yes, to do so either send in both bills and/or indicate on the memo line of your check which accounts you would like to apply the amount towards.

### **Why is there a convenience fee to pay online?**

The vendor we use to process online payments is a third party that is not controlled by the Township of Cedar Grove. Those fees are for them to pay operating costs and are in NO WAY paid to the township.

### **I have a question that is not listed, what now?**

You can call **973-239-1410 ext. 212 or 214** or email [tufaro@cedargrovenj.org](mailto:tufaro@cedargrovenj.org) or [milton@cedargrovenj.org](mailto:milton@cedargrovenj.org) for additional information.