

Payment Arrangement Plans

Executive Order 229 currently prohibits a local government from shutting off water or electric service to a residential customer, or to accounts primarily serving residential customers, due to nonpayment of water, sewer, or electric 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.** Executive Order 229 also places a moratorium on local governments enforcing late payment charges and penalties on water accounts, or referring a delinquent water installment to tax sale. **On or after January 1, 2022, charges and penalties will be imposed for delinquent installments, and any installment remaining delinquent may be referred to a tax lien sale held by the municipal tax collector.**

Residents experiencing economic hardship during COVID-19 who are behind on their water payments may be eligible to enter into an agreement whereby the resident agrees to pay their arrearages in installments over a scheduled period. The payment arrangement waives interest on the past due water charges included in the plan. It requires all installments to be paid on time (by due date indicated on the payment schedule). Additionally, all current charges billed out and due during the payment arrangement period must be paid on time. If a resident fails to make a payment as per their payment arrangement schedule, the payment arrangement plan will be terminated and the account will be subject to interest charges, tax sale and possible turnoff of water service (turn on/turn off fees will be billed to the account). I also understand that it is my responsibility to contact the utility department and notify them immediately upon any change in mailing address or phone/email address. The Utility department completes the calculation of the payment arrangement plan based on amount due, ability to pay per month and length of plan. The final document will require signature of the property owner/resident that they agree to all of the terms and requirements of the plan.

Our payment window is open Monday-Friday 8:30AM-4:30PM, online (24 hours a day/7 days a week). We also have two Drop Boxes (available 24 hours a day/7 days a week). One is located on the side of town hall and a second box at the front entrance. Payment can be made over the phone with a debit/credit card Monday-Friday 8:30AM-4:30PM. We offer an online payment portal for regular utility installments (not available for payment arrangement installments) via the township website at www.aberdeennj.org. Select "Online Payment" button from the homepage menu. Additional fees apply for payments remitted through the website.

Utility department contact information:

Utility Account Clerk: Michele Hausmann Phone: 732-583-4200 ext. 180 Fax: 732-583-7204

Email: Michele.Hausmann@aberdeennj.org

Mailing address:

Aberdeen Township Utility Dept.

1 Aberdeen Square

Aberdeen NJ 07747

If you would like to request a payment arrangement plan, please submit a written request to our Utility Department. We have created a service request option available through our website to submit your request online: <http://www.aberdeennj.org/311/request/add>.

You may also submit your request via email, fax, drop box or regular mail using the contact information provided above.