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Montgomery County PSA is pleased to announce revisions to the PSA Regulations, effective June 1, 2015. These revisions clarify requirements and procedures for account closeout and deposit amounts for customers whose service is cut-off due to non-payment.

Customer accounts (both renter and property owner) will automatically be closed 10 days after service disconnection (cut-off) if full payment is not received, and the security deposit applied to the outstanding balance. To reestablish the account, the customer will have to set up a new account with new and/or escalating deposit amount. These revisions are intended to minimize financial losses that result in higher rates to all customers.

Section E. No.4, (c) and (d) have been added to clarify security deposit requirements for owners and renters with escalating deposit amounts for multiple service cut-offs for non-payment. See excerpt below.

Section E. No.5, (o) has been added to identify customer account close-out procedures and requirements to reestablish the account after close-out. See excerpt below.

Additional information can be found in the Montgomery County Public Service Authority Water and Sewer Regulations available on the PSA webpage.

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4 - Customer's Deposits:

(c) *Any owner-customer or tenant-customer that has had service discontinued per Section E. No. 8, twice within a rolling 12 month period, shall be required to provide a security deposit of \$150.00 for each service. Any security deposit collected per this provision shall only be refunded, without interest, when service is discontinued, after deducting any charges due on final settlement of the customer's account.*

(d) *Any owner-customer or tenant-customer that has had service discontinued per Section E., No. 8, three times within a rolling 12 month period, shall be required to provide a security deposit of \$180.00 for each service. Any security deposit collected per this provision shall only be refunded, without interest, when service is discontinued, after deducting any charges due on final settlement of the customer's account.*

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5 - Bills for Water and/or Sewer Service:

(o) *Customer accounts will be closed ten (10) business days after disconnection for nonpayment if the outstanding account balance is not paid in full. After closing the account, the security deposit shall be applied to the outstanding account balance. If an outstanding account balance remains after applying the security deposit, the customer will be billed for the remaining account balance. Any funds leftover after applying the security deposit will be returned to the customer. To reestablish the account after the tenth day, a new account with all required current documentation, transfer fee, payment of any outstanding account balance, and new security deposit per Section E. 4. (b), (c) or (d), shall be required.*