

MUNICIPAL USERS FEE (Trash) BILLING

What is a Municipal Users Fee bill?

It is the bill for curbside trash and recycling pickup, maintenance of the Recycling Center, semiannual Household Hazardous Waste Collection days in the spring and fall, and service of the debt to cap the landfill.

How often do we receive this bill?

The bills are sent out July 1 of each year. The period the bill covers is from July 1 of that year through June 30 of the following year.

Do we have to pay it all at once?

No. Payment may be made in two installments. However, if one half of the bill is not paid by the due date stated on the July bill, a \$5.00 late fee will be assessed. In January, you will receive another bill for the balance due. If the full balance is not received by the due date stated on the January bill, a \$5.00 late fee will be assessed.

When are late fees attached to the accounts?

Late fees are assessed the day after the due date stated on the bill. Neither postmarks nor dates written on the checks are considered payment dates. The date stamped on the bill received by the Collector's office is the official date the bill was paid.

Are abatements available?

Yes. However, the resident must fit certain criterion to qualify **and** the first one half of the MUF bill must be paid before the account will be abated.

What is that criterion?

The following is the abatement form the qualifying resident must fill out and sign:

Request for Abatement of Municipal User's Fee for Solid Waste

1. Senior Citizen

To be eligible for this abatement, **the applicant or spouse** at the qualifying address must be **70 years of age or older** before July 1st of this fiscal year. Further, **the applicant and spouse** at the qualifying address must **submit documentation of a fixed income that does not exceed \$32,000 for one person or \$36,000 for two people**. Without it, this application is incomplete and will not be considered.

2. Summer Resident

3. Vacant property

(Must submit proof of vacancy by way of utility bills, etc.)

4. Other means of disposal or other special circumstance

(Must submit proof of disposal receipts or written permission to use dumpster, etc.)

Is there any situation where the entire amount will be abated?

No. Curbside trash collection may be abated for reasons as outlined above, but all other services and debt service are shared equally among all Pembroke residents.

Do I have to apply for abatement every year or is it automatically applied?

Yes you must apply annually for an abatement as the town must be in compliance for abated monies through the annual audit process. The only exception to this is for those residents who live in a complex where there is an established other means of trash pickup, i.e. trash disposal is included with the condo fee. We have a record of the complexes that are serviced by another licensed trash hauler and each unit is abated ONLY after the first half of the bill is paid.

I'm selling my property soon. Do I only pay for the months that I lived here?

As you were the property owner of record on the date of billing, you are responsible for the entire bill. It must be paid in full and the stamped receipt presented at the closing for reimbursement by the buyer. Your lawyer or real estate agent should call the trash office in the Selectmen's office to make sure no debt is left on the account before the closing occurs.

I just moved into a newly built house. Do I have to pay for a whole year of trash service?

The MUF bills are not prorated on a month-to-month basis. If you moved into your newly constructed house any time between July 1 and December 31, you owe the entire bill. If you moved into the newly constructed house anytime between January 1 and June 30, you only owe half of the amount. For the time period January 1 through June 30, you will receive the bill in its entirety, but when one-half total payment covering January 1 through June 30 is received, the other half (July 1 through December 31) of the bill will be abated.

What if the MUF bill is not paid by the end of the fiscal year?

The balance will be attached as a lien against the property. An amount of \$40.00 and over will have a \$100.00 lien fee attached as well. This means if a property owner has a \$100.00 balance with a \$5.00 late fee, a lien of \$205.00 will be placed against the property and will show on the next property tax bill.