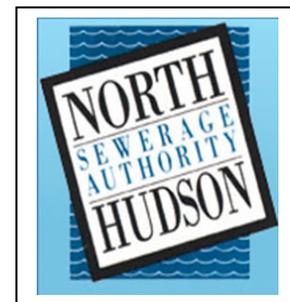


# NHSA Operations during the COVID - 19 Pandemic



## Frequently Asked Questions

### Q1. Why are you shutting NHSA down?

A1. NHSA is not being shut down. Our operations are merely being put on a virtual platform. All our business functions will continue during this period: billing/customer payment/changes of address, etc; sewer treatment and maintenance; and connection applications and approvals.

### Q2. How long will NHSA operate virtually?

A2. We will continue operating virtually until health authorities recommend otherwise.

### Q3. Do you have infected employees? Is that why you are going virtual?

A3. No. As of March 16, 2020, we know of no infected employees. We are implementing a virtual platform in order to help to stem the rate of infections by minimizing the possibility of infection.

### Q4. Can I come to the NHSA office in Hoboken to pay my bill?

A4. No. The offices are closed. You can conveniently pay your bill online by clicking on the customer service tab, or by mailing your payment to: NHSA, P.O. Box 71352, Philadelphia, PA, 19176-1352. We can no longer take cash or accept checks dropped off at NHSA offices at 1600 Adams Street. ***Do not mail checks to the Adams Street address.*** They will not be processed in a timely fashion. Use the online payment facility or mail checks to: NHSA, P.O. Box 71352, Philadelphia, PA, 19176-1352.

### Q5. How can I get questions about my invoice or billing answered if no one is in the office?

A5. Even though the office itself is closed, our staff is available from 9:00 AM to 5:00 PM. Simply call the office number: 201-963-6043. Although call volume may be high during this period, we will be as responsive as possible.

### Q6. If I send a letter or email to the NHSA's office, will it be answered?

A6. Since the office staff will be working remotely, it would be best to send an email to [billinginfo@nhudsonsa.com](mailto:billinginfo@nhudsonsa.com). Although email volume may be high during this period, we will be as responsive as possible.

**Q7. How can I submit my application for a sewer connection to the NHSA system?**

A7. Use the link on NHSA's website to file an application for a sewer connection. During this period, engineering plans must be transmitted electronically. No one will be staffing our offices at 1600 Adams Street, so hard copy plans cannot be accepted. Otherwise, the normal application process remains in force.

**Q8. What if there is a sewer collapse or backup of my street? Will NHSA be able to help?**

A8. Yes. As under normal circumstances, you should call the hotline 866-689-3970 to report sewer emergencies. Right now, we have our collection team fully staffed. If, however, the coronavirus impacts our employees, our response time may slow somewhat, but we will always respond to a genuine sewer emergency without delay.

**Q9. Is NHSA waiving interest on sewer bills?**

A9. Under existing State law, the Authority is not able to waive interest charges. However, the Authority has adopted the COVID-19 Customer Assistance Program which extends the due dates for the May 2020 and August 2020 sewer billings. Please see the COVID-19 Customer Assistance Program FAQ's on our website for more information.