

COVID - 19 Customer Assistance Program

Frequently Asked Questions



Q1. What does a customer have to do to be eligible for the Program?

A1. Nothing, no application is needed. The Authority will apply the benefits to all accounts.

Q2. How will the Program apply to my account for the next billing?

A.2 The second quarterly sewer bill will be mailed to customers in early May 2020. Instead of being due on May 25, 2020, the new due date will be July 25, 2020, so you will have an extra sixty-one (61) days to pay.

With the new due date of July 25th, no interest will be applied to current charges of the May billing if those charges are paid prior to July 25th. Current charges of the May billing mean the amount billed for the second quarter.

If you have an outstanding balance on your account prior to the May billing, interest will still be charged on the outstanding balance each month.

If the May bill is not paid by July 25, 2020, then interest will be applied for periods after the due date to the billed amount for May.

Q3. How will the Program apply to my account for the August billing?

A.3 The third quarterly sewer bill will be mailed to customers in early August 2020. Instead of being due on August 25, 2020, the new due date will be September 25, 2020, so you will have an extra thirty-one (31) days to pay.

With the new due date of September 25th, no interest will be applied to current charges of the August billing if those charges are paid prior to September 25th. Current charges of the August billing mean the amount billed for the third quarter.

If you have an outstanding balance on your account prior to the August billing, interest will still be charged on the outstanding balance each month.

If the August bill is not paid by September 25, 2020, then interest will be applied for periods after the due date to the billed amount for August.

Q4. Why do I have to pay interest on prior balances?

A4. Under existing State law, the Authority has to charge interest on amounts not paid by their due date. When the due date for paying prior balances has passed, the Authority is not permitted under the law to waive those interest charges.

Most customers pay their sewer bills on time and pay no interest. When bills are not paid on time there is an impact on the Authority's cash flow including a cost to collect outstanding charges. To be fair to those customers who pay their bills on time, the interest charges are intended to offset the impact of late payments on cash flow and the cost of collection.

Q5. Can I come to the Authority office in Hoboken to pay my bill?

A5. No. We cannot take cash or accept checks dropped off at NHSA offices at 1600 Adams Street at this time. Please do not mail checks to the Adams Street address; they will not be processed in a timely manner. Checks should be mailed to NHSA, P.O. Box 71352, Philadelphia, PA 19176-1352. You can also conveniently pay your bill online by clicking on the customer service tab on our website.

Q6. Who should I contact if I have billing questions or need more information?

A6. Even though the Authority's building itself is closed, the office will be functioning normally during this period. Please contact the Billing Department, North Hudson Sewerage Authority, at billinginfo@nhudsonsa.com at any time, or call (201) 963-6043, Monday through Friday, 9am to 5pm. Although call volume may be high during this period, we will be as responsive as possible.

If you reach the voicemail, please leave your name, address for the account and a telephone number to reach you.

Please do not come to the Authority's office or send correspondence via U.S. Mail to our office at this time; all Billing Department staff are temporarily working in other locations.

If you have the means to pay the upcoming sewer bill promptly upon receipt, the Authority will greatly appreciate your payment.