Frequently Asked Questions

When I pay my sewer bill, what exactly am I Paying for?

- You are paying for the domestic waste to be collected from your home and delivered to TOMSA for proper treatment and discharge

- **Can the sewer service be turned off?**
  - No. Sewer service cannot be turned off as with other utilities. The only time a customer owning the property can be taken out of the billing cycle is if the building on the property is demolished, the foundation removed, and there are no plans for rebuilding.
- **Is there a grace period after the due date for my payment on my bill?**
  - Sorry, there is no grace period. TOMSA bills customers approximately three months in advance of the due date. Payment must be received in our office by the due date.
- **What is the penalty for not paying my bill by the due date?**
  - TOMSA bills customers 4.5% per quarter on the unpaid balance at the time of billing. Accounts not paid in full at the year-end are subject to lien through the yearly tax sale by the Township Of Middletown.
- **I'm selling my house and have received a sewer bill. What do I do with it?**
  - Take the bill to your closing and payment should be sent to TOMSA along with the new owners name. If there is no money owed to TOMSA, the closing attorney should send us the new owners name in writing also.
- **What portion of the sewer line am I responsible for?**
  - The Sewer Authorities lateral responsibility is from the Main collection piping to the curb side cleanout, property line or easement line, whichever is closest to the Authority owned sewer main. The Authority will maintain Authority owned portion of the laterals.
- **I had a sewer blockage at my residence and called a plumber or private sewer cleaning service. They determined that the problem was TOMSA's responsibility and advised me to call your office. Will TOMSA pay the bill they have given me for the service?**
  - Customers are strongly encouraged to call TOMSA first if you have a blockage or backup to determine responsibility. We will not be reasonable for any fees incurred by the customer for any outside service preformed on their property even if it is determined to be TOMSA's responsibility
- **What do I do if I see a manhole overflowing?**
  - Customers can call (732) 495-1010 (8am-4:30pm) of (732) 615-2100 (All Other Hours) to report an overflow. TOMSA personnel will respond immediately and provide service.
- **How long does TOMSA take to respond to service calls?**
  - TOMSA personnel can normally respond within 20 minutes of you call being placed.
- **How can I recognize TOMSA service personnel and vehicles?**
  - TOMSA personnel wear uniforms with ID. Service vehicles are colored white and have the TOMSA logo you see on all of our web pages, painted on their side.