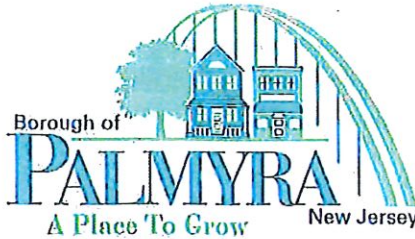


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Borough Council
Timothy Howard
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Laura Craig Cloud
Natasha Latimore
John Liebe
Michelle McCann
Jessica O'Connor



John J. Gural
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October 2024

Dear Palmyra Resident,

I've got great news to announce! Beginning Monday, January 6, 2025, the Borough will begin collecting trash across our entire community! We've successfully negotiated early termination of Republic's contract and the Borough is now prepared to collect all of our trash including weekly curbside collections, and bulk on a monthly basis.

For the past year we've successfully collected trash in the Riverfront, and then Zone 1 (south/east of the RR tracks, from Lincoln Ave to the north side of Cinnaminson Ave), improving service for those residents and saving thousands of dollars in the process. Beginning with the new year we will bring substantially better service to all neighborhoods while saving our taxpayers hundreds of thousands of dollars!

For curbside trash (green carts) your collection day will likely change. Zone 1 and the Riverfront will remain on Tuesday, with Zone 2 being collected on Monday, Zone 3 on Wednesday, and Zone 4 on Thursday. There are presently no changes planned for bulk trash collection. These changes take effect January 6th.

Please see the enclosed magnet, which provides all of the information you'll need including zone descriptions. There will also be updated information available on our website at www.boroughofpalmyra.com and you are always free to call Borough Hall at 856-829-6100 and speak to our staff, **BUT**, the best way to receive information is by downloading the **PalmyraNJ App** on the Google Play or Apple App Stores.

Moving forward look for the Borough's new high-tech and super sharp refuse trucks on your street, operated by our new Sanitation Department led by Borough resident Shawn Gerbe along with longtime resident Jon Petite, and please remember the new trash collection schedule begins Monday, January 6th!

I also wanted to take this opportunity to revisit our revised Sewer Fee Ordinance, which is good news too I believe. Over the last month the members of Borough Council and I, along with our senior management staff, have heard from numerous residents about their concerns over the recent increase in sewer fees. I wanted you to know that we heard you loud and clear and as a result we've adopted the following amendments.

We increased the allowance for all residences to 11,000 gallons during the measurement period. This affects 1,067 homes that previously exceeded the allowance of 9,000 gallons, thereby capturing a much larger majority of all residences within the new, revised allowance.

- *Of those 1,067 homes, 129 residences were billed for 10,000 gallons of usage and another 938 were billed for more than 10,000 gallons. The 129 residences at 10,000 gallons are now entitled to a \$15 reduction in their bill and 938 will receive a \$30 reduction.*

REFUND CHECKS WILL BE MAILED TO ALL ELIGIBLE RESIDENTS!

20 West Broad Street • Palmyra, New Jersey 08065
Ph: 856.829.6100 • Fx: 856.829.4096

We also capped the maximum water usage that we're billing residents for this billing period at 30,000 gallons. This affects 51 homes. Some of our residents used over 60,000 gallons of water during the measurement period - or nearly 700 gallons of water a day. This cap will save them money, which can be put towards the repair of any leaks.

In addition, we're issuing new sewer bills for anyone with an outstanding bill, which will show a reduction of \$15 or \$30, or the new 30,000-gallon cap, for all eligible residents.

Also, we extended the sewer fee grace period to November 12th to coincide with the property tax grace period. No interest will be charged during the grace period.

Finally, we're increasing the amount of municipal surplus that we intend to transfer to the Sewer Department budget in 2025 to cover the reduction in fees as a result of these changes, and to avoid any unnecessary increases in the short term.

- *The Borough maintains a substantial municipal surplus due to years of excellent, sound management practices (in fact Palmyra was recently named one of the best managed municipalities in New Jersey – CHECK OUT OUR WEBSITE!), but that surplus is generally not authorized for use by the Sewer utility, which has its own budget, staff, capital program and debt service responsibility. In the short-term however, while we're rebuilding our sewer surplus, we will use those funds to assist our customers.*

After this billing period we will revert to the recently adopted water-usage billing model except we will maintain 11,000 gallons of water-usage allowance for all residences moving forward.

Finally, please understand these fees affect us too and that we're all in this together. We want to do the best job possible for our neighbors and we take this responsibility very seriously.

Please expect those refund checks soon and please look to our website for more information.

And, very, very importantly:

PLEASE REMEMBER TO CONSERVE WATER. WE'RE PRESENTLY IN THE MEASUREMENT PERIOD OF OCTOBER TO DECEMBER 2024, WHICH WILL BE USED TO DETERMINE YOUR SEWER BILLS FOR 2025!

As always, please feel free to contact me if I can ever be of any assistance.

Very truly yours,



Gina Ragomo Tait
Mayor, Borough of Palmyra