



# Southwest Delaware County Municipal Authority

## UPDATES FROM SWDCMA

July 2019

### INVOICE DUE DATE

Our quarterly invoice has a new format and some important changes for our customers. For the most part, all of the information provided on previous invoices remains, just in a different layout. It is recommended that you read both the front and the back of the bill as both sides contain important information for our customers.

The most important change to our quarterly invoices is the importance of the invoice due date. Whereas, in the past, late fees (penalty/interest) were not assessed until 30 days AFTER the invoice due date; the Authority will now **ASSESS THE LATE FEES IMMEDIATELY AFTER THE INVOICE DUE DATE**. Please be sure to have your payment postmarked no later than the invoice due date to avoid incurring late fees.

### WARNING: ONLINE PAYMENTS

A number of customers have made payments through bill paying websites that are not affiliated with the SWDCMA. The most frequently used website is [www.doxo.com](http://www.doxo.com). Customers who have made payments using this website are later informed that either the payment was not received by SWDCMA or was sent to a neighboring authority. Customers then wait 4-6 weeks to receive a refund of their funds.

Please be sure to access our website, [www.swdelcoma.org](http://www.swdelcoma.org), to make your payment through the SWDCMA Customer Portal.

### WWW.SWDELCOMA.ORG

As part of the Authority's billing system improvements, there have also been updates made to our website, [www.swdelcoma.org](http://www.swdelcoma.org). The update most often requested by customers is the ability to access their account online.

With the website updates, there is now a Customer Portal available to property owners through the eSuites module of our billing program. To set-up your account in the eSuites Customer Portal, please go to [www.swdelcoma.org](http://www.swdelcoma.org), click on Customer Portal and Create User Profile. This set up will require only three pieces of information found on your invoice:

- SWDCMA Account Number
- LAST Name on Account
- FULL Name on Account (this includes first and last names)

After you have entered the information above, click Confirm Account. Once the account has been confirmed in our system, you will be asked to Activate Your Account by entering a User Name, Password (passwords must include a capital letter, a number and a symbol) and your email address. Click Register. You will then receive an email with an activation link that will take you to the login screen in eSuites where you can then see your SWDCMA account online.

This portal provides property owners the ability to view their bills online, make a payment to their account and to view their transaction history for a specific date range. It also offers property owners the opportunity to link multiple properties to their account and to enroll in e-billing to receive an email notification when a new SWDCMA bill has been posted to their account.

If you forget your Username or Password, click on the appropriate link on the Sign In screen to receive an email to make the necessary change. Please note: SWDCMA does not have access to your online usernames or passwords as that is your private account information.

We encourage our customers to set up an account through the Customer Portal for easy 24/7 access to your SWDCMA account. For questions on creating your account, please call our office at (610) 494-1335 for assistance.

### **BILLING**

SWDCMA invoices for sanitary sewer service on a quarterly basis. The Authority invoices after service has been provided (i.e. sewer service provided Apr-Jun is billed in July). Customers will receive an invoice each January, April, July and October; these invoices are due at the end of the following month. Billing is based on two components: flat rate charge and consumption charge. The current rate for each of these charges appears on your quarterly invoice.

SWDCMA will send a Delinquent Notice to all accounts that have not paid their account balance by the required due date, unless you have entered into an agreed-upon payment arrangement with the Authority. Accounts that do not pay in full are subject to penalty and interest on their delinquent balance, property lien and potable water disconnection, unless you have entered into a payment arrangement.

Residential accounts that have fallen two quarters behind in payments should contact our office to determine if they are eligible to enter into a payment plan before being posted for water disconnection.

### **PAYMENT OPTIONS**

Payments can be made via mail, in person at the Authority Administration Building or through the Customer Portal on our website, [www.swdelcoma.org](http://www.swdelcoma.org).

Methods of payment accepted at the Authority Administration Building are cash, check and money order.

Payments using debit/ credit cards (VISA/MasterCard/AMEX/Discover) can be made through the Customer Portal on our website. A service fee of 2.65% of the amount being paid (\$3.00 minimum) is charged.

The SWDCMA does not accept e-checks or customer payments over the phone.

### **DEDUCT METERS**

For SWDCMA customers that have made the investment of landscaping and irrigation systems to their homes, the installation of a deduct meter, or hose bibb meter, may be a cost-effective addition. A deduct meter may be installed, at the homeowner's expense, to meter the water being used for irrigation purposes only as this water never enters the sanitary sewer system. Each quarter you will provide a photo of the meter reading and that water usage is deducted from your quarterly sewer bill. For further information on deduct meters, please visit the Customer Information link on our website, [www.swdelcoma.org](http://www.swdelcoma.org).

### **POOL CREDITS**

For SWDCMA customers that have swimming pools, the Authority will provide a credit only in the case of initial pool installation and when proof of a repair is provided (i.e. replacement liner, refinishing of pool surface, etc.). If you have made a repair to your pool and need a credit for the additional water used in refilling the pool after repairs are complete, please contact our office at (610) 494-1335 to request an Adjustment Form, or print it from our website, [www.swdelcoma.org](http://www.swdelcoma.org). The completed form, along with receipts/documentation, should be returned to the address on the form so that an adjustment can be evaluated and a credit applied to your account, if applicable.

For additional information on this newsletter or answers to your questions about your account, please contact our office at:

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