



Southwest Delaware County Municipal Authority

UPDATES FROM SWDCMA

April 2020

During this unprecedented time, the SWDCMA encourages all of our customers to follow the guidelines of our government officials to stay safe and help prevent the spread of coronavirus.

EMERGENCY DECLARATION - CONTINUITY OF OPERATIONS

In response to the national and state level emergency declarations due to the coronavirus pandemic, the SWDCMA has created their continuity of operations plan. The full document is posted on our website, www.swdelcoma.org.

Until further notice, the SWDCMA Administration Building is closed to the public.

The Authority encourages customers to send their payments by check or money order through the US Mail. Payments may also be made using debit and credit cards through the Customer Portal, found on our website, www.swdelcoma.org.

During this time of national emergency, there are no water service disconnections.

CUSTOMER PORTAL AND ONLINE PAYMENTS

As part of the Authority's billing system improvements in 2019, updates were also made to our website, www.swdelcoma.org.

With the website updates, there is now a Customer Portal available. The Customer Portal provides options to customers that include paying your sewer service bill using a debit or credit card as well as enrolling in e-billing.

To create a User Profile in the Customer Portal, please go to www.swdelcoma.org, click on Customer Portal, then Create User Profile and enter the information requested from your invoice. Please contact our office with any questions you may have on creating a User Profile.

This portal provides customers the ability to view their bills online, make a payment to their account using a debit or credit card and to view their transaction history for a specific date range. It also offers customers the opportunity to enroll in e-billing. By enrolling in e-billing, you can choose to receive an email notification when a new SWDCMA bill has been posted to your account.

We encourage our customers to set up an account through the Customer Portal for easy 24/7 access to your SWDCMA account.

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

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