



# Southwest Delaware County Municipal Authority

## GENERAL INFORMATION FROM SWDCMA

January 2025

### 2025 BILLING RATES

The Authority's annual budget was approved at the November 2024 Board of Directors' meeting, which included a review of the annual treatment cost for 2025, as well as the costs for operating and maintaining the sanitary sewer collection system.

Due to the diligent efforts of the Board of Directors and the Authority staff, the Authority is pleased to announce that there will be no rate increase for sewer service in 2025. This decision reflects the Authority's responsible financial management and commitment to transparency with our ratepayers.

It has been, and will continue to be, the priority of the Authority to strive to keep rate increases as nominal as possible while continuing to maintain the sanitary sewer system and providing quality customer service to our ratepayers.

### NEW CUSTOMER PORTAL

Effective with the July 2024 billing, SWDCMA converted their billing software which includes a new Customer Portal.

Below are the important changes made with the new Customer Portal:

- Customer account numbers have been expanded to include a suffix of -0. Customers that pay their SWDCMA invoice through their online bill pay service will need to update their online banking to reflect your updated account number.
- Customers that are interested in using the new Customer Portal to access their account will need to create a new user account (*even if you had registered in the previous Customer Portal*).
- Customers will need both their newly expanded account number plus their CID (Customer Portal ID) to create a user account in the new Customer Portal. This information is found in the upper right corner of your invoice.
- Step by step instructions for creating your new User Account are found in the Customer Information link on the menu bar of the Customer Portal login page.
- Customers now have the option to pay their SWDCMA bill on the Customer Portal by using either Check Out with Quick Pay or by logging into their account with their User Account.
- Payment options available on the new Customer Portal are:
  - Debit or credit card (2.35% fee with \$1.50 minimum)
  - E-check (\$1.50 fee)
- Customers are encouraged to read the Frequently Asked Questions found in the Customer Information link on the menu bar.

### 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. Please make note of the invoice due date when you receive your bill as the Authority does not extend due dates that fall on a weekend or holiday.

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.

### **PAYMENT PROCESSING**

The Authority processes all mail on the day it is received in our PO Box, excluding Saturdays, Sundays and observed holidays. All payments received are posted to customer accounts and then scanned into the bank on the same day received by the Authority.

At the end of the month in which invoices are due, the Authority continues to record payments on customer accounts based on the postmark of the mail by the Post Office. Therefore, as long as your payment is either brought directly to our office by the invoice due date OR taken to the Post Office and postmarked by the invoice due date, your payment will be posted to your account as on time.

### **PENALTIES AND LATE PAYMENTS**

Your SWDCMA invoice has a Total Amount Due when paid by the invoice due date and a Total Amount Due when paid by the end of the month following the invoice due date. The Total Amount Due after the invoice due date includes the 10% penalty charge for being paid late.

Penalties are incurred immediately following the invoice due date; however, account balances in the Customer Portal will not reflect the penalty assessment until after all mail postmarked by the invoice due date has been processed.

SWDCMA will send a Delinquent Notice to all accounts with an unpaid balance unless you have entered into an agreed-upon payment arrangement with the Authority. The amount due on the Delinquent Notice will include the penalty assessed for late payment. Customers are eligible for a one-time courtesy credit of penalty charged to their account if their account has not been delinquent for the last 36 months.

Accounts that do not pay in full by the end of the month following the invoice due date are then subject to interest on their delinquent balance, property lien and potable water disconnection, unless you have entered into an agreed upon payment arrangement.

### **PAYMENT OPTIONS**

A drop box is located in front of the Authority Administration Building during business hours. Methods of payment accepted at the Authority Administration Building drop box are check and money order; envelopes are available for your convenience. Payments made by check or money order will not be accepted inside and receipts will not be issued as your cancelled check is your receipt.

The Authority Administration Building lobby is for making **cash payments only**. Please be sure to have the correct payment to be applied to your account as change is not available.

For customers using their online banking to pay their sewer bills, please note that the processing centers for online banking service send live checks to the Authority. As such, it can take anywhere from 7-10 business days for the Authority to receive those checks, although you will see the funds coming out of your account when the payment is processed.

Payments using debit/credit cards can be made through the Customer Portal on our website only as credit card payments are unable to be processed in the office. A service fee of 2.35% (VISA/MasterCard/Discover/AMEX) of the amount being paid, or a \$1.50 minimum, is charged.

Payments using e-checks can be made through the Customer Portal on our website. A service fee of \$1.50 is charged. Please review your bank account information for accuracy before submitting payment.

The SWDCMA does not accept any customer payments over the phone.

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