



# Southwest Delaware County Municipal Authority

## UPDATES FROM SWDCMA

July 2021

### PANDEMIC PAYMENT PLAN ENROLLMENT

In early July, the Authority sent letters to customers with outstanding balances advising of a one-time courtesy Pandemic Payment Plan being offered. If you currently have a delinquent balance on your account, please contact our office by August 31, 2021 to enroll.

The Pandemic Payment Plan requires no down-payment, exempts accounts that are in good standing from incurring penalties and interest, and is available to all delinquent accounts, regardless of payment plan options previously used.

Enrollment in this one-time payment plan is only available until **August 31, 2021**. Please contact the Authority at (610) 494-1335, ext. 14 to enroll.

### DELAWARE COUNTY PANDEMIC FINANCIAL ASSISTANCE PROGRAMS

You can find information on our website, [www.swdelcoma.org](http://www.swdelcoma.org), regarding two financial assistance programs being offered by Delaware County. Under Customer Information, click on the DELCO COVID Assistance Programs link and select which program you would like to review:

- Delco CARES Housing Assistance Program – provides mortgage and utility assistance
- Delco ERA Program – provides rent and utility assistance

Grants are available on a first-come basis to eligible applicants and programs will only be available until the grant funding is exhausted.

### REINSTATEMENT OF WATER DISCONNECTION PROCESS

Effective September 1, 2021, the Authority will resume water disconnection as a means of collecting on delinquent accounts. If you have a delinquent balance with the Authority, please contact our office to enter into a Pandemic Payment Plan by August 31, 2021 to avoid being subject to the water disconnection process.

Delinquent accounts that have not entered into an agreed upon payment plan may be posted for water disconnection. This process incurs additional costs and fees, including for the posting of your property by the Constable, payment plans entered into as part of the posting process require a down payment and turn off/turn on fees if water service is disconnected.

### CUSTOMER PORTAL AND ONLINE PAYMENTS

As part of the Authority's billing system, there is a Customer Portal available to customers. 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.

To create a User Profile in the Customer Portal, please go to [www.swdelcoma.org](http://www.swdelcoma.org), click on Customer Portal and follow the instructions. When creating a User Profile, the system will ask for three pieces of information from your bill:

- Account Number
- Last Name on Account
- Full Name on Account (**this means first and last name**)

Please contact our office with any questions you may have on creating a User Profile or use the Contact Us link on the website to submit questions. Please be sure to include your account number or service address when submitting a question.

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

### **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.

Customers are eligible for a one-time courtesy credit for a penalty charged to their account if their account has not been delinquent for the last 36 months.

### **PAYMENT OPTIONS**

A drop box is located in the 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 accepting **cash payments only**. Please be sure to have the correct payment to be applied to your account as change is not available.

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

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