



Southwest Delaware County Municipal Authority

GENERAL INFORMATION FROM SWDCMA

July 2024

SOFTWARE CONVERSION – NEW CUSTOMER PORTAL

Effective with the July 2024 billing, SWDCMA has 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 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 and COLLECTIONS

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 by each January 31, April 30, July 31 and October 31; these invoices are due each February 28 (or 29), May 31, August 31 and November 30. Customers should make note of the invoice due date as the Authority does not extend due dates that fall on a weekend or holiday.

Your new SWDCMA invoice has a Total Amount Due by the invoice due date and a Total Amount Due by 30 days after the invoice due date. Invoices paid after the invoice due date include a 10% penalty on the current service charges. Accounts with balances remaining unpaid 30 days after the invoice due date will receive a Delinquent Notice that includes an interest charge of 2.5% per quarter.

SWDCMA will send a Delinquent Notice to all accounts that have an unpaid balance 30 days after the invoice 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 an agreed upon payment arrangement

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.

PAYMENT PROCESSING

The Authority processes all mail on the day it is received in our PO Box, excluding Saturdays 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.

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.

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. Please include your remittance slip with your payment.

The Authority Administration Building lobby accepts **cash payments only**. Please be advised that all cash paid will be applied to your account as the office does not make change.

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 (VISA/MasterCard/Discover/AMEX) can be made through the Customer Portal on our website. A service fee of 2.35% 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.

The SWDCMA does not accept any 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.

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 directly from our website, 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.

SWDCMA
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