



Southwest Delaware County Municipal Authority

UPDATES FROM SWDCMA

October 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.

PAYMENTS AT THE SWDCMA ADMINISTRATION BUILDING

Effective October 15, 2020, the lobby of the SWDCMA Administration Building will re-open **with restrictions**. The re-opening of our lobby is being provided as an option to sending your payment through the U.S. Mail. For the safety and well-being of the Authority staff and customers, we must require that your time inside the lobby be limited.

The lobby is available only to customers paying with cash. Please observe the following to make your cash payment:

- A mask is mandatory to enter the Authority lobby; otherwise, service will not be provided
- Only one person inside the Authority lobby at a time
- Have your invoice and payment ready to present when you enter and step to the window
- Cash payments will be accepted in full and **no change given**
- A handwritten receipt will be provided for cash payments only

For customers paying with check or money order, the Authority has placed a payment drop box outside the front door. Payments being made using check or money order will not be accepted inside the lobby. Please observe the following when depositing your payments:

- The payment drop box will be available only during operating hours (Monday-Friday 8 a.m. to 4 p.m.) and will not be available on Authority holidays or weekends.
- Do not deposit unsecured paperwork into the payment drop box. Enclose your invoice stub and check/money order into the remittance envelope, that is provided with your invoice, before depositing into the drop box.
- **Handwritten receipts will not be provided for payments made using check or money order.** Your cancelled check or money order proof of purchase will serve as your receipt.

Customers that have questions about their invoice must call the office at 610-494-1335 to resolve their issue as questions will not be handled at the front window.

We ask that customers who choose to make their payment at the Administration Building to please be courteous and observe CDC guidelines regarding mask wearing and social distancing, as we work through the current challenges, we are all experiencing.

CUSTOMER PORTAL AND ONLINE PAYMENTS

Customers have the option of accessing their account 24/7 by creating a User Profile in the Customer Portal found on our website, www.swdelcoma.org.

To create a User Profile in the Customer Portal, please go to www.swdelcoma.org, click on Customer Portal, then Create User Profile. You will be required to enter the following information as shown on your invoice:

Account Number (be sure to include the -001)
Last Name on Account (exactly as shown on your invoice)
Full Name on Account (this means first and last name exactly as shown on your invoice)

The Customer Portal provides customers the ability to view their bills online, view their transaction history for a specific date range and to make a payment to their account using a debit or credit card. Please note: there is a service fee charged by the credit card processing company for this service. In addition, it also offers customers the opportunity to enroll in e-billing. By enrolling in e-billing, you will receive an email notification when a new SWDCMA bill has been posted to your account. You can also select to opt out of receiving a paper bill.

If you encounter any problems when trying to create a User Profile, please do not hesitate to call our office for assistance. If after business hours, please use the Contact Us link on the website to email your question.

SELLING YOUR HOME

For SWDCMA customers that are selling their home, the request to “cancel my sewer service” is one that we receive often. Your sewer service account works a little differently than your other utilities. Since the sewer service account is attached to your property address, the sewer service to your property cannot be cancelled. Instead, a Sewer Certification must be requested from our office. This is usually handled by either the realtor or the title company; but as the property owner, it is always a good idea to call our office to confirm that a Sewer Certification has been requested for your property sale.

The Sewer Certification will provide all unbilled and unpaid charges on the account up through the calendar quarter end that includes the expected settlement date. Please note:

- since the Authority bills in arrears, there will always be unbilled charges to be collected at settlement for properties in our service area
- if you receive a quarterly sewer service invoice with a due date prior to your settlement date, please do not pay as this invoice will be collected at closing

The total due on the Sewer Certification will be collected at settlement and sent to our office with the new owner’s name. Upon receipt of this payment from the title company, the account is then transferred into the new owner’s name.

This information is available on our website, www.swdelcoma.org, under Sewer Certification Process.

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 from our website, 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:

SWDCMA
Phone: (610) 494-1335
Fax: (610) 494-7659
www.swdelcoma.org