



## Southwest Delaware County Municipal Authority

### GENERAL INFORMATION FROM SWDCMA October 2021

#### 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.

#### INVOICE DUE DATES

The following are the Authority's billing dates and respective due dates:

<u>INVOICE DATES</u>	<u>DUE DATES</u>
January 31	February 28/29
April 30	May 31
July 31	August 31
October 31	November 30

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.

#### 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.

At the end of the month, 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.

#### 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.

### **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.

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. 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 directly 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.

SWDCMA  
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[www.swdelcoma.org](http://www.swdelcoma.org)