

# SWDCMA

## Frequently Asked Questions

### CHANGES TO YOUR ACCOUNT

- Why does my SWDCMA invoice look different?
  - Effective July 2024, SWDCMA has changed billing software. Although your invoice may look a little different, there is no change to the billing rates due to the software conversion.
- Why is my account number different?
  - Your original SWDCMA account number has been modified to include a suffix of dash, zero (-0). If you pay your SWDCMA bill using online banking, please update your BillPay to reflect this change to your account number.
- What is the CID?
  - CID is the Customer Portal ID and is your unique identifier when creating your account in the Customer Portal.

### PAYING YOUR SWDCMA BILL

- How can I pay my bill online?
  - SWDCMA has a Customer Portal link on the website, [www.swdelcoma.org](http://www.swdelcoma.org). The Customer Portal allows customers to simply pay their bill using Quick Pay; or, to create a User Account that gives customers full access to their account, including the option of paying their bill using a debit or credit card or with an e-check.
- What credit cards are accepted on the SWDCMA Customer Portal?
  - Customers can pay their bill using VISA, MasterCard, American Express and Discover.
- Is there a fee to use a debit or credit card on the SWDCMA Customer Portal?
  - NCR Payment Solutions LLC (payment processor) charges a fee of 2.35% of the payment amount (with \$1.50 minimum) to process debit and credit card transactions. The maximum payment allowed is \$2,000.00.
- Is there a fee to pay with an e-check?
  - NCR Payment Solutions LLC charges a flat fee of \$1.50 for payments made using e-check. The maximum payment allowed is \$15,999.00.
- Does SWDCMA accept debit or credit cards in the office?
  - SWDCMA does not accept debit or credit cards in the office.
- How does SWDCMA post payments to accounts?
  - Mail is retrieved and processed Monday through Friday, excluding holidays. All payments are processed and posted to customer accounts on the day they are received in the office.
- What if SWDCMA receives my check after the due date?
  - Payments received by SWDCMA after the due date are still processed as on time if the envelope is postmarked by USPS no later than the due date.
- Does SWDCMA have a drop box?
  - SWDCMA has a portable drop box located at the office. The drop box is placed outside at 8 am and retrieved at 4 pm, Monday through Friday, excluding holidays.
- Can I pay my bill in cash?
  - SWDCMA does accept cash payments in the office; however, change is not provided. Any overpayment is also applied to your account.
- If I do not receive my SWDCMA invoice, am I still responsible for payment?
  - Failure to receive your invoice does not relinquish your responsibility for payment.

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### UNDERSTANDING YOUR SWDCMA BILL

- What is the difference between SWDCMA and Chester Water Authority and Aqua America?
  - SWDCMA provides sanitary sewer service to your property. The sanitary sewer is where the dirty water from your property is collected and conveyed for treatment. Chester Water Authority and Aqua America provide potable water service. Your property will receive clean water from one of these two providers.
- Why does my SWDCMA bill show both Chester Water Authority and Aqua?
  - The majority of SWDCMA customers receive their water service from CWA; however, we do have about seven hundred customers that receive their water service from Aqua.
- How is my SWDCMA bill calculated?
  - SWDCMA billing is based on two components: flat rate plus water consumption. The flat rate is for the connection to the sanitary sewer system; consumption is for the treatment of the dirty water discharged and treated. The water consumption is based on the amount of incoming water to your property as reported to SWDCMA by your water service provider.
- Why doesn't SWDCMA offer auto-pay for my sewer bill?
  - Since customer invoices are based on water consumption, quarterly billing can vary. In most cases, invoices vary slightly from quarter to quarter. However, if a customer has a plumbing issue in their property (i.e., dripping faucet, running toilet, etc.), their water usage can increase greatly...to more 100,000 gallons in a quarter, depending on the severity of the leak. The cost related to such a leak may run from hundreds to thousands of dollars. The Authority does not offer auto-pay so that customers, who may be unaware of the consequence of a plumbing leak on their sewer bill, are not financially impacted when this unexpected bill is drafted from their bank account.

### DELINQUENT ACCOUNTS

- If I fall behind on my sewer account, what are my options?
  - SWDCMA allows two payment plans during the life of property ownership. An account must be two billing cycles behind to be eligible for a payment plan.
- Does SWDCMA file property liens for delinquent sewer accounts?
  - SWDCMA imposes a number of collection actions on delinquent accounts including, but not limited to, filing property liens.
- Can my water service be disconnected for non-payment of my sewer bill?
  - SWDCMA does disconnect potable water service for non-payment of sewer bills.
- Does SWDCMA waive late fees?
  - SWDCMA does allow a one-time courtesy waives of penalty/interest if your account has not been delinquent for the last 36 months.

### SELLING YOUR PROPERTY

- I am selling my property...how do I cancel my sewer service?
  - Sewer service is different than other utilities and is not disconnected. If you are selling your property, please contact our office for a sewer certification so that all unbilled and unpaid charges are collected at settlement. Upon receipt of this payment, the account will be transferred into the buyer's name.

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### BILLING ADJUSTMENTS

- How do I receive an adjustment for filling my swimming pool since this water does not enter the sewer?
  - Customers are entitled to an adjustment on their sewer bill when they fill the pool after installation or if they re-fill the pool following a repair. Go to [www.swdelcoma.org](http://www.swdelcoma.org), click on Billing Adjustments and then click Adjustment Request Form. Complete the form and return it to the SWDCMA office along with the required documentation (i.e., invoice, repair bill and photos) and an adjustment will be applied to your SWDCMA to offset the additional consumption reported by the water company.
- How do I receive an adjustment for water used by my sprinkler system?
  - Customers that use water in their irrigation system are entitled to an adjustment on their sewer bill once they install a deduct meter. This meter can be used to account for water used in sprinkler systems, to fill swimming pools or ponds, etc. Go to [www.swdelcoma.org](http://www.swdelcoma.org), click on Customer Information and then click Deduct Meter Information and Reporting. Contact our office to schedule an inspection of the deduct meter installation.
- How do I receive an adjustment on my sewer bill for a plumbing leak in my home?
  - Unfortunately, SWDCMA does not provide leak adjustments for plumbing leaks inside the home (i.e., dripping faucet, running toilet, etc.) as that water entered the sanitary sewer to leave the home and the Authority pays to treat every gallon of water that flows through the sanitary sewer system.
- My water service line was leaking, and I have had it repaired...am I entitled to an adjustment on my sewer bill?
  - SWDCMA customers that have repaired a broken water service line can receive an adjustment on their sewer bill. Go to [www.swdelcoma.org](http://www.swdelcoma.org), click on Billing Adjustments and then click Adjustment Request Form. Complete the form and return it to the SWDCMA office along with the required documentation (i.e., invoice, repair bill and photos) and an adjustment will be applied to your SWDCMA to offset the additional consumption reported by the water company.

### HOMEOWNER RESPONSIBILITY

- What is the sewer lateral?
  - A sewer lateral is the pipe that runs perpendicular from the sewer main into the resident's home. This pipe carries the wastewater from the home into the sanitary sewer which is then taken to DELCORA for treatment. Homeowner laterals are not part of the Authority's collection system.
- Who is responsible for maintaining the sewer lateral?
  - Lateral maintenance is the homeowner's responsibility. Lateral maintenance is defined as the clearing of the inside of the lateral pipe all the way to the sewer main, including root growth and grease build-up. Neither SWDCMA, nor KBX Golden LLC, will provide the service of clearing a homeowner's sluggish or blocked lateral.

If you experience a sewer back up in your home, please call our office at (610) 494-1335 to place a trouble call. If the call is made during working hours (Monday-Friday 8:00 a.m. – 4:00 p.m.), SWDCMA office staff will handle your call. If the call is made after working hours, please follow the prompt for Trouble Calls. This process will route your call to an Operator who will determine whether a technician will be dispatched to your home or if it will be necessary for you to contact a plumber.

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- What is the pipe that sticks up in my yard?
  - That pipe is your sewer vent and is part of your lateral and is required to extend at least 4” above grade and have a cap. Damaged or buried sewer vents/cleanouts are sources of rainwater entering the sanitary sewer and can also be hazardous to pedestrians and pets. If your sewer vent/cleanout is damaged or buried, you should locate and replace with the proper above-grade style vent cap, available at your local hardware store.

You can find information on sewer vents and sewer vent repair under the Customer Information link on our website, [www.swdelcoma.org](http://www.swdelcoma.org).