



### **New Billing Format, Schedule and Form of Payments**

The Camden-Wyoming Sewer and Water Authority is excited to introduce new features.

First, we are introducing a new billing format (sample enclosed). This will be in effect when you receive your next bill in April.

Secondly, over the past few years, CWSWA has been completing meter change outs to eliminate reading errors and reduce reading times. Our goal is to convert all residential customers to bill on a monthly basis. Billing on a monthly basis will not only be easier for the customer to budget, but we will be able to possibly identify water leaks sooner verses later which may save you money.

**Monthly billing will begin May 1, 2020.**

#### **New Bill Schedule will be sent as follows:**

Your last quarterly bill will be received the 1<sup>st</sup> week of April  
(for services Jan 1 – Mar 31) and will be due April 25.

Your 1<sup>st</sup> monthly bill will be received the 1<sup>st</sup> week of May.  
(for services in April) and will be due May 25.

Following May's service bill you will be receiving your monthly bill the first week of each month with a due date of the 25<sup>th</sup> of the month.

#### **Rate / Billing Structure** - Effective April 1, 2020

Will be reflected in the bill received May 1, 2020.

Our rates have not increased. What has changed is the billing structure.

Monthly billing structure:

Water Flat:	\$ 10.09	(\$ 30.27 divided by 3)
Water Usage:	4.97	per 1,000 gallons
Sewer Flat:	17.36	(\$ 52.09 divided by 3)
Sewer Usage:	5.24	per 1,000 includes K/C surcharge: 2.91

If you should have any questions regarding the rate / billing structure please send email to [info@cswswa.com](mailto:info@cswswa.com) or call the office 302-697-6372

#### **New Bill Format:**

The SAMPLE BILL is an example of what your next bill will look like. Please review the sample. There is more information available on this format. Special Messages, a breakdown of charges and last payment received. There is also chart that will show water usage history.

*Continue- →*



## CAMDEN-WYOMING SEWER & WATER AUTHORITY

P.O. BOX 405, CAMDEN-WYOMING, DE 19934

PHONE: 302/697-6372

FAX: 302/697-2735

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### **Late Fees:**

A 1.5% late fee will be applied to any account with a remaining balance after the 25<sup>th</sup> of each month.

The new bill format will show if an account has a past due balance and we will continue to send out delinquent/disconnection notices on a quarterly basis.

In addition to updating the bill format and moving to monthly billing please read below for additional changes that have already begun.

### **Forms of Payment:**

**Online Bill Pay:** Will be available April 1, 2020

By visiting the website [www.cwswa.com](http://www.cwswa.com) and clicking on the Pay Bill link

You will need both your Account ID and PIN Number. This will be available on the next bill you receive.

**Walk-In:** 16 S West Street, Camden DE / Credit Card, Cash, Check, Money Order

**\*New\* Drive-thru:** Entrance is on Willow Ave / Credit Card, Cash, Check, Money Order

**Drop Box:** Located in Drive-thru / Check or Money Order ONLY

For credit card payments: A convenience fee of 2.95% of the cost of the transaction will be charged. This fee is processed and received directly through the credit card processing company. Payments made by credit card will show as two separate line items. The convenience fee and utility fee will be separated.

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If you should have any questions regarding the information in this packet

You may reach out to us by calling  
302-697-6372 M-F 7:30AM – 4:00PM.

We can also be reached through email  
[info@cwswa.com](mailto:info@cwswa.com)

or

Stop by the office located at 16 S West Street  
(Behind the Camden-Wyoming Fire House)

Camden-Wyoming Sewer & Water Authority  
16 S West St.  
Camden, DE 19934  
(302)697-6372

SAMPLE BILL

UTILITY BILL

ACCOUNT INFORMATION

ACCOUNT NO: 123456-0 PIN: 8497  
LOCATION: 123 ANYWHERE STREET  
BILLING DATE: 12/31/19  
DUE DATE: 01/25/20  
BILLING PERIOD: 10/01/19 to 12/31/19

MAP/PARCEL/UNIT:

AMOUNT DUE

LAST PAYMENT: DATE: 10/30/19 AMOUNT: 185.44  
WATER PREVIOUS BALANCE: 0.00  
SEWER PREVIOUS BALANCE: 0.00  
CURRENT CHARGES: 143.56  
PENALTY: 2.15  
TOTAL DUE: 145.71

CURRENT METER ACTIVITY

	PREVIOUS READING	CURRENT READING	USAGE	DAYS
WATER	09/23/19 107000	12/18/19 113000	6000	86

SPECIAL MESSAGE

\*\*\* SAMPLE BILL - NEW FORMAT \*\*\*

THIS IS A SAMPLE BILL THAT WILL BE USED WHEN YOU RECEIVE YOUR NEXT SEWER/WATER UTILITY BILL.

WE WILL UTILIZE THIS SPACE TO PROVIDE ANNOUNCEMENTS/UPDATES

\*\* EFFECTIVE APRIL 1, 2020 You will be able to view and pay your bill online by visiting our site: [WWW.CWSWA.COM](http://WWW.CWSWA.COM)

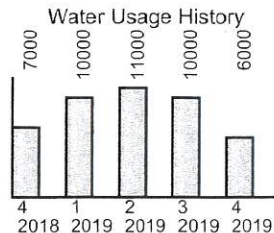
TO ACCESS THIS FEATURE you will need both your ACCOUNT ID and PIN which is located in the upper left corner of the bill under 'ACCOUNT INFORMATION'.

\*\* FOR CREDIT CARD PAYMENTS A 2.95% CONVENIENCE FEE ON THE AMOUNT OF THE TRANSACTION WILL BE CHARGED BY THE PROCESSING COMPANY \*\*

If you have any questions please contact us at 302-697-6372 or email questions to [info@cswa.com](mailto:info@cswa.com).

CURRENT CHARGES DETAIL

DESCRIPTION	UNITS	FLAT	USAGE	TOTAL
Residential Water	1.00	30.27	29.76	60.03
County Surcharge	1.00	0.00	17.46	17.46
Residential Sewer	1.00	52.09	13.98	66.07



PAYMENT COUPON - PLEASE DETACH AND RETURN THIS PORTION ALONG WITH YOUR PAYMENT

ACCOUNT INFORMATION

ACCOUNT NO: 123456-0  
LOCATION: 123 ANYWHERE STREET  
BILLING DATE: 12/31/19 YEAR: 2019 PERIOD: 4  
MAP/PARCEL/UNIT:

AMOUNT DUE

DUE DATE: 01/25/20  
CURRENT DUE: 143.56  
PENALTY: 2.15  
TOTAL DUE: 145.71

AMOUNT ENCLOSED

MAKE CHECKS PAYABLE TO:



SAMPLE BILL

Camden-Wyoming Sewer & Water  
PO Box 405  
Camden, DE 19934

SMITH, JOHN  
123 ANYWHERE STREET  
CAMDEN DE 19934