



TOWNSHIP OF LOWER MAKEFIELD

HOW TO READ YOUR NEW SEWER BILL

This is an image of the new Sewer Bill for the Township of Lower Makefield, which will replace the old postcard bills from July 2016. This guide provides a quick introduction to how to read your new bill and where to get information on new services.

TOWNSHIP OF LOWER MAKEFIELD

Account Number **123456789** page 1 of 2

P.O. Box 3333 Harleysville, PA 19438
1.800.222.2068 • 215.343.2538
www.bcwsa.net

Customer Name **RESIDENT** Service Address **1234 MAIN ST** Billing Date **07/08/2016** Late Payment Applied After **07/29/2016**

Message Center
Welcome to your new sewer bill for the Township of Lower Makefield!
Support services for sewer billing are now provided by Bucks County Water & Sewer Authority (BCWSA) on behalf of the Township.
New Payment Options! You can now pay your sewer charges online or over the phone.
No cash – no problem! You can now pay your bill with a credit or debit card, free of charge.
Why not sign up to have your charges automatically deducted from your bank account or credit card?
More details are included on the back of this bill or visit www.BCWSA.net for more information.
New Billing Options! Would you like to receive your bill online? New electronic bill delivery service is now available. Go to www.BCWSA.net and click on 'Bill Options' to enroll.
Please read the back of this bill carefully for new ways to contact us with questions about your charges or service in general.

Account Summary

Prior Balance	Payments	Current Charges	Adjustments	Total Amount Due
\$ 127.86	\$ -127.86	\$ 143.79	\$ 0.00	\$ 143.79

Billing Detail

Previous Balance	\$127.86
Payment 03/17/2016	\$127.86 CR
Past Due Balance	\$0.00
Current Charges: Service Period 04/01/2016 through 06/30/2016	
Sewer Service Charge	\$64.14
15,000 gallons @ 0.005310 per gallon	\$79.65
Total Current Charges	\$143.79
Total Amount Due	\$143.79

To avoid penalty, please pay Total Amount Due by 07/29/2016

BCWSA
PO Box 3333
Harleysville, PA 19436

Sewer Bill Account Number **123456789**

Service Address **1234 MAIN ST** On or Before **07/29/2016** After **07/29/2016**
Pay this Amount **\$ 143.79** Pay this Amount **\$ 158.17**

Seq#0443

Amount Enclosed
\$

Please make check payable to BCWSA.
All payments will be received by Lower Makefield Township.
Print your account number on your check (from the top right-hand corner of this bill), then mail to the address shown on the back of this bill.

1234567000000143797

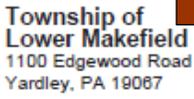
- 1** Here's your new **account number**. You'll need it when you call customer service and to pay your bill.
- 2** Here's how to **reach us**.
- 3** This is the **property address** where the service is provided.
- 4** The **'Message Center'** will provide updates about services available and events in the Township.
- 5** This is a breakdown of **your charges**.
- 6** Pay by this date to **avoid penalties!**
- 7** Please return this **payment coupon** with your payment



TOWNSHIP OF LOWER MAKEFIELD

HOW TO READ YOUR NEW SEWER BILL

On the back of the new Sewer Bill, you'll find a lot of information about how to get answers to your questions and how to take advantage of the new services offered to you as a resident of the Township of Lower Makefield.



Township of Lower Makefield
1100 Edgewood Road
Yardley, PA 19067

1 **Important Customer Information** page 2 of 2

Office Hrs: 8:00 am–5:00 pm (M-F)
Tel: 215.343.2538 1.800.222.2068
Fax: 267.200.0339
Website: www.BCWSA.net
Email: customerservice@BCWSA.net

After Hours Emergency 215.493.4011
Remit Payment to Address:
P.O.Box 3333
Harleysville, PA 19438

Customer Inquiries: Customer Service is now provided by BCWSA on behalf of the Township of Lower Makefield. You can find answers to many frequently asked questions at www.BCWSA.net. For more information about our partnership with BCWSA and all new services available to you visit www.lmt.org/department/sewer/

For billing Inquiries and name and address changes:
Phone: 215.343.2538 or 1.800.222.2068
Email: customerservice@BCWSA.net

Mail: BCWSA, 1275 Almshouse Road, Warrington, PA 18976 (DO NOT SEND PAYMENTS TO THIS ADDRESS. See Payment Options for address to send payments to).

Office visit: The Township of Lower Makefield, 1100 Edgewood Road, Yardley, PA 19067

Emergencies: Please contact Lower Makefield Township at 267-274-1140 during business hours. After hours, please call 215-493-4011.

Rates and Charges: Applicable rates, rules and regulations under which service is provided are available on request or can be reviewed at www.lmt.org/departments/sewer/

Usage Information: Water consumption information used in calculating this bill is supplied to the Township by PA American Water Company and the Municipal Borough of Morrisville, PA.

Payment and Billing Options: As a result of the Township's partnership with BCWSA, you now have several new payment and billing options available to you.

IMPORTANT: Allow 7-10 business days for processing Drop Box payments. Allow 2-3 business days for processing payments made online or by phone. For mailed payments, allow for postal delays. All payments are received by the Township of Lower Makefield.

Online bill pay at www.BCWSA.net: You can pay your bill with Visa, MasterCard or directly from your bank account. **There is no charge for this service.** From the website select 'Bill Options', then 'Pay Online'.

Direct Debit: You can set up payment to be automatically deducted from your bank account or credit card. Please visit www.BCWSA.net to enroll. You will still receive a copy of your bill. Please continue to pay your bill via another payment method until you receive confirmation that Direct Debit is set up.

Pay by Phone: You can pay your bill with Visa, MasterCard or directly from your bank account using our automated phone system. Please call 215.343.2538 or 1.800.222.2068 and follow the phone prompts for pay-by-phone. **There is no charge for this service.**

Pay by Mail: Please mail all payments to BCWSA, PO Box 3333, Harleysville, PA 19438

Drop Box: This is located at the main entrance at the Township of Lower Makefield, 1100 Edgewood Road, Yardley, PA 19067. **Please do not leave cash in the drop box.**

Electronic Billing and Online Bill View: Switch to paperless billing today with just 3 clicks! Receive your bill electronically and view 12 month's billing and payment history online. Please visit www.BCWSA.net for more information and to enroll. **Have your new account number available.**

Payment Terms, Fees and Penalties: Having trouble paying your bill? Please contact us as we are here to help! Charges not paid by the due date will incur a 10% penalty and an additional 1% penalty will be added each month charges remain unpaid. A \$15.00 fee will be applied for each returned check. Partial payments on outstanding balances will be applied to penalty charges first and then the remaining outstanding balance on the account.

Return this portion with your payment. Keep top portion for your records.

Insert this stub so that the name "BCWSA" shows through the window of the payment envelope.



Save a stamp.
Sign up for ebilling today!
Visit www.bcwsa.net for more information!

BCWSA
PO BOX 3333
HARLEYSVILLE, PA 19438-0900



1 This section provides a summary of **who to contact** if you have questions about your bill or your sewer services.

2 All billing services and Customer Service are now provided by Bucks County Water and Sewer Authority (BCWSA). Look here to get full details of how you **make contact** and also for information about your **rates and charges**.

3 In addition to the new bill design, you have many **new payment options** available to you. You can also choose to **receive and view your bill online**. This section provides details of all new services and **how to enroll**.