



TOWNSHIP OF LOWER MAKEFIELD

NEW SEWER BILLING SERVICES: FAQ

Introduction

This document includes the answers to frequently asked questions about your new Sewer Billing services. It includes answers to questions about customer service, billing and payments and also general answers to questions about the changes being made.

So you can find what you are looking for quickly, the FAQ is split into the following sections:

- Background to the changes (Questions 1 to 4)
- Customer Service (Questions 5 to 8)
- Billing (Questions 9 to 17)
- Payments (Questions 18 to 24)

Background to the changes (Questions 1 to 4)

1. Why are changes being made to my sewer billing services?
After a competitive bid process in 2015, the Board of Supervisors selected Bucks County Water and Sewer Authority (BCWSA) to manage all sewer billing services starting in 2016.
2. What is included in 'sewer billing services'?
All customer service, billing and payment collection in connection with sewer charges.
3. Why did the Township decide that BCWSA should deliver these services?
BCWSA was the lowest bidder. They also demonstrated the experience, capacity and capability to provide the required billing services in a professional, timely, reliable and secure manner and in accordance with all Township laws and regulations. BCWSA also demonstrated a commitment to providing LMT residents with knowledgeable and courteous service.
4. Will it cost the Township more money to have BCWSA do these services?
No. Despite introducing many improvements to the services you will receive, the Township will save approximately \$178,520 over the next six years.

Customer Service (Questions 5 to 8)

5. Who do I need to contact if I have questions over my bill or how to pay?
Customer Service is now provided by Bucks County Water and Sewer Authority (BCWSA). You can reach them by telephone and by email. The contact details are included on your new bill and you can also find them at <http://www.lmt.org/departments/sewer/> and <http://www.bcwsa.net/bill-options/>



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6. Are all of the services on BCWSA website applicable to residents of the Township?
All billing and payment options are available to residents of the Township. If there is information included on the BCWSA website that you are unsure about, do not hesitate to call or email them and they will be happy to help.
7. How will the Township ensure that residents are receiving good service?
The Township staff will continue to have full access to all customer records and accounts. They will be notified of any complaints and will work in collaboration with BCWSA to ensure you continue to receive excellent service.
8. Will I still be able to receive service at the Township office?
You can still call the Township office for assistance. We encourage you to take advantage of the new billing and payment services available to you. They have been introduced to make receiving and paying your bill more convenient for you!

Billing (Questions 9 to 17)

9. Are my charges increasing because of these changes?
No. These changes have been introduced to reduce operational expenses and improve services to the residents of the Township.
10. Will my account number change?
Yes. Your account number will change. The new account number will be a 9-digit number. It will be shown in the top right-hand corner of your new bill. It is very important to use this number moving forward.
11. Will my bill still be a postcard?
No. The new bill will be a statement and be mailed in an envelope. It will be a similar design to other utility bills and include a lot more information than the old postcard bills.
12. When will I receive my new bill?
Bills will be mailed on July 8th, so you should receive your new bill during the week of July 11, 2016.
13. What should I do if I don't receive my bill?
You can phone or email BCWSA. The contact details can be found at <http://www.lmt.org/departments/sewer/> and <http://www.bcwsa.net/bill-options/>
14. Can I start getting my bill emailed to me?
Yes! You can now choose to stop receiving your paper bill and have your quarterly bill emailed to you. All you need is your NEW account number and zip code. Visit <https://schedulepayment.com/BCWSA/> and enroll today!



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15. Can I see details of my old bills and past payments online?

Yes! You can now view 12 months billing and payment history for your account online. Please visit http://ecare.bcwsa.net/ecare_live/login.asp for more information and to enroll. Have your new account number available and click on 'Sign up now to access your account online!'

16. What if I lose my bill?

Call or email Customer Service and they will be happy to either email or mail you a copy.

17. Will my new bill come from Lower Makefield Township or BCWSA?

Your new bill will still clearly state, 'Township of Lower Makefield' but you will see BCWSA information also as they are now providing the services for residents.

Payments (Questions 18 to 24)

18. Why do I have to make my check payable to BCWSA?

BCWSA will be collecting and processing all sewer billing payments on behalf of the Township. Please be assured that all payments will be received by the Township.

19. Will there be a delay in a payment reaching my account because BCWSA are processing all of the payments?

No. All payments will be applied to your account on the day they are received.

20. What if I put my old account number on a payment?

Your old account number is being retained against your account however using it will lead to delays in your payment being posted. Mistakes happen, but please try to remember to use your new 9-digit account number on all payments, all correspondence and have it handy when phoning customer service.

21. Are there any new payment options being introduced as part of the changes in service?

Yes! Starting with your new bill in July, you will be able to pay your bill with a credit card, debit card and directly from your bank account – online and over the phone. Visit the BCWSA website for more information at <http://www.bcwsa.net/bill-options/>

22. Will I still be able to pay my bill using my own online banking?

*You can continue to use your own online banking to make your payment HOWEVER, it is very important that you **update** both your account number and also change the payee from the Township of Lower Makefield to **BCWSA, PO Box 3333, Harleysville, PA 19438***



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23. Will I be able to sign up for direct debit?

You can sign up to have your charges automatically withdrawn from your checking or savings account. Also, you can set up recurring payments using a credit card. All details can be found at the BCWSA website at <http://www.bcwsa.net/bill-options/>

24. If I pay my bill late will penalty charges still be added to my account?

Yes. Penalties and interest charges for late payments have not been changed.