



CAMDEN-WYOMING SEWER & WATER AUTHORITY

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

PHONE: 302/697-6372

FAX: 302/697-2735

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 versus 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 1st week of April
(for services Jan 1 – Mar 31) and will be due April 25.

Your 1st monthly bill will be received the 1st 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 25th 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:	4.96	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@cwswa.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- →



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Late Fees:

A 1.5% late fee will be applied to any account with a remaining balance after the 25th 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 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

Mail: PO BOX 405, Camden DE 19934 / Check or Money Order

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.

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

or

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