

Dear Resident,

The Whitemarsh Township Authority, in conjunction with Aqua Pennsylvania, now has the ability to shut off your water service as a result of delinquent, past-due sewer charges.



If all attempts to collect past due sewer charges go unpaid or are disregarded, the following steps will take place as part of the shut-off process:

- A 30-day Shut-Off Letter will be mailed out.*
- At least ten days prior to the scheduled shut-off date, we must notify you in writing of our pending action. This is referred to as the '10-day Shut-Off Notice'. The shut-off is effective for a period of 60 days. This notice will inform you about what action you can take to avoid having your service shut off. If you are a tenant in a rental property, we will notify the Montgomery County Board of Health. This notice includes the tenants' right to an appeal of this action.*
- At least three days before your service is shut off, we must attempt to contact you in person or by telephone.*
- Between April 1 and November 30, we will leave a 48-hour notice and will proceed with the shut-off on the scheduled day if you have not paid your past due bills.*

CONTINUE TO REVERSE SIDE

- *If your service is shut off, we must provide you with a notice indicating why your service was shut off and what steps you can take to get your service restored.*
- *Your account will incur shut-off costs as determined by Aqua Pennsylvania.*
- *The Whitemarsh Township Authority offers you several options to pay your sewer bill. For payments by check, please mail your payment to us at P.O. Box 447, Lafayette Hill, PA, 19444. You may also drop off a check in our drop box at the front door of our building, located at 462 Germantown Pike, Lafayette Hill. There is also a drop box located in the police station at the Whitemarsh Township Building, 616 Germantown Pike, Lafayette Hill. We accept payments via Credit/Debit Card at our website, <http://www.whitemarshauthority.org>. There is an icon at the top of our page that will redirect you to the online payment portal. Lastly, if you wish to remit payment in cash, please visit Tompkins Vist Bank, located at 221 Ridge Pike, Conshohocken, PA. Our office does not accept cash on site.*

Should you have any questions or concerns, please do not hesitate to contact our office at 484-344-5230.