



## ATTENTION MAWSA CUSTOMERS!

This is your first MAWSA statement from our new billing software, and more upgrades & improvements are in the works!

Along with new billing software, there will be a new and improved customer portal.

To prepare, **next month's billing statement will be issued via USPS mail to ALL customers.**

**Additionally, the payment portal you are currently using will close on December 17, 2021.**

This means that you will not be able to access your information online and your autopay **will NOT draft after December 17.**

No online payments or phone payments will be accepted as of December 17, 2021.

Our staff is making every effort to make this adjustment as quickly and easily as possible.

Watch for updates and instructions accessing the new customer portal on MAWSA.org and in your December statement.

**Customers with an alphanumeric customer and/or location number are going to be assigned a new account number in the new billing system.**

**Please read the December statement carefully as the old account number will no longer work.**

You will receive an insert similar to this one next month detailing how to access the new customer payment portal.

As this is your first bill from our new system, we want to assure you understand it. Please reach out if you have questions on the new format.

Currently, due to COVID, **there will be no walk-in traffic at the office.** Please call or email your inquiries.

**REMINDER: No online access or phone payments as of December 17, 2021.**

Payments are accepted at Ephrata National Bank at 1 N. Penryn Rd., Manheim and in our payment slot (on either porch) at 18 E. High St.