



ERIE WATER WORKS
340 West Bayfront Parkway
Erie, PA 16507-2004
814-870-8000

New and Current Customers: New Billing Process

The Erie Water Works is proud to announce it is now the sole provider of public water service to all Millcreek Township residents and businesses. The combination of the two water systems will result in a more economical and efficient delivery of water services. Below are important billing process changes being made during this transition. **If you are a tenant please share this information with your landlord.** If you have any questions, please call the Erie Water Works Customer Service Department at (814) 870-8000 ext. 71.

Current Erie Water Works Customers:

- The first bill of 2016 will show water and sewer bills combined on one quarterly invoice.
- Pay by phone payment option will now be available. See all payment choices below for details.

New Erie Water Works Customers:

- Starting in 2016, anyone currently serviced by Millcreek Township Water Authority (MTWA) will now be a direct customer of Erie Water Works.
- MTWA will issue its final bills in January 2016. These bills should be paid directly to MTWA.
- Water and sewer bills will remain on one quarterly invoice issued by Erie Water Works. Please note new invoices will use CCFs as the units billed (1 CCF=748 gallons).
- Pay your invoice with one of the payment options below. **If you currently use the direct debit program with MTWA, you must enroll in the Erie Water Works direct debit program to continue this method of payment using the form found on the back of your first bill or by enrolling online.**
- Sewer service only customers will receive their bills directly from Erie Water Works beginning in 2016.

24/7 Emergency Phone: (814) 870-8087

Erie Water Works Payment Options

Pay Online – with your credit card, debit card, or e-check using Erie Water Works Online Customer Portal at www.eriewater.org.

Direct Debit – sign up to have your payment automatically withdrawn on its due date directly from your checking or savings account. An application can be found on the back of your bill.

Pay by Mail – by returning the payment stub, along with a check or money order payable to Erie Water Works, and mail to ERIEBANK, P.O. Box 251, Clearfield, PA 16830-0251.

Pay by Phone – call our toll-free, automated service 24/7 to pay over the phone. Call 1-855-907-3211 and follow the instructions. Your bill or account information will be required.

Pay in Person – our customer service department is located at 340 W. Bayfront Parkway. We are open Monday through Friday from 8 a.m. to 5 p.m.



Erie Water Works Mission Statement:

"To guarantee a continuous, uninterrupted, reasonably priced supply of quality water to its customers which assures public health while promoting regional stability and future development."

Customer Service: (814) 870-8000 ext. 71
Emergency: (814) 870-8087
www.eriewater.org


How To Read Your New



Utility Bill

An easy-to-read account summary including important dates appears in the top right corner.


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Pay online: <http://www.eriewater.org>

See Reverse For Additional Payment Options

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WATER CUSTOMER
340 WEST BAYFRONT PKY
ERIE, PA 16507-2004

CONSUMPTION HISTORY

CONSUMPTION HISTORY			
CUR READ DATE	PREV READ DATE	DAYS	WATER USE CCF
12/08/2014	09/15/2014	84	36

WATER METER INFORMATION

Meter #	Previous Read	Current Read	Usage in CCF
00000001	1800	1836	36


SPECIAL MESSAGE

EW's Annual Water Quality Report is available online. This report contains important information about the source and quality of your drinking water. Erie customers visit www.eriewater.org/2014wqr.erie.pdf. McKean customers can access the report at www.eriewater.org/2014wqr.mckean.pdf. Please call 814-870-8000 ext. 299 if you would like a paper report delivered to your home or business.

If paying by check or money order please detach and return this payment stub to ensure your account is properly credited. Make checks payable to ERIE WATER WORKS and write both account numbers on your payment. See more payment options on back of bill.

ACCOUNT INFORMATION

ACCOUNT NUMBER: 123456-000111
SERVICE ADDRESS: 340 WEST BAYFRONT PARKWAY
SERVICE PERIOD: 09/15/2014 to 12/08/2014
BILLING DATE: 12/15/2014
DUE DATE: 01/05/2015



ERIE WATER WORKS
ERIEBANK
P.O. BOX 251
CLEARFIELD, PA 16830-0251

UTILITY SERVICE INVOICE

ACCOUNT INFORMATION

ACCOUNT NUMBER: 123456-000111
SERVICE ADDRESS: 340 WEST BAYFRONT PARKWAY
SERVICE PERIOD: 09/15/2014 to 12/08/2014
BILLING DATE: 12/15/2014
DUE DATE: 01/05/2015

ACCOUNT ACTIVITY

PREVIOUS BALANCE \$320.02
PAYMENTS RECEIVED \$-320.02
ADJUSTMENTS \$0.00
BALANCE FORWARD \$0.00

NEW CHARGES

WATER CUSTOMER SERVICE CHARGE 17.45
WATER CONSUMPTION CHARGE 118.44
MILLCREEK TWP. SEWER CHARGE / PER QUARTER \$84.00
TOTAL AMOUNT DUE \$219.89

ACCOUNT BALANCE

CURRENT CHARGES AS OF 12/15/2014 \$219.89
TOTAL AMOUNT DUE \$219.89

ACCOUNT WILL BE DRAFTED - DO NOT PAY

AMOUNT DUE

TOTAL AMOUNT DUE: \$219.89

See Reverse Side for Additional Payment Options

AMOUNT ENCLOSED

\$

ACCOUNT WILL BE DRAFTED - DO NOT PAY

A 1.5% PER MONTH PENALTY WILL BE ADDED IF PAYMENT IS NOT RECEIVED BY DUE DATE. FURTHER DELAY IN PAYMENT MAY RESULT IN DISCONTINUANCE OF WATER SERVICE AND ADDITIONAL FEES. IF YOU HAVE ANY DISPUTE WITH THIS BILLING, CONTACT CUSTOMER SERVICE, WHO WILL INVESTIGATE YOUR COMPLAINT.

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Here you'll find details on your usage, including your meter reading.

Be sure to check the Special Message area for timely messages and announcements.

Detach this stub and return it with your payment. The address on the front of this pay stub must be visible through the window on the return envelope when your payment is mailed.

Balance Forward details will appear in this section.

The Total Amount Due will appear at the bottom of the New Charges Section and Payment Stub.

If your account is enrolled in Automatic Bank Draft, the message "ACCOUNT WILL BE DRAFTED - DO NOT PAY" will appear here and on the stub.