

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Direct Debit – sign up to have your payment automatically withdrawn on its due date directly from your checking or savings account.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

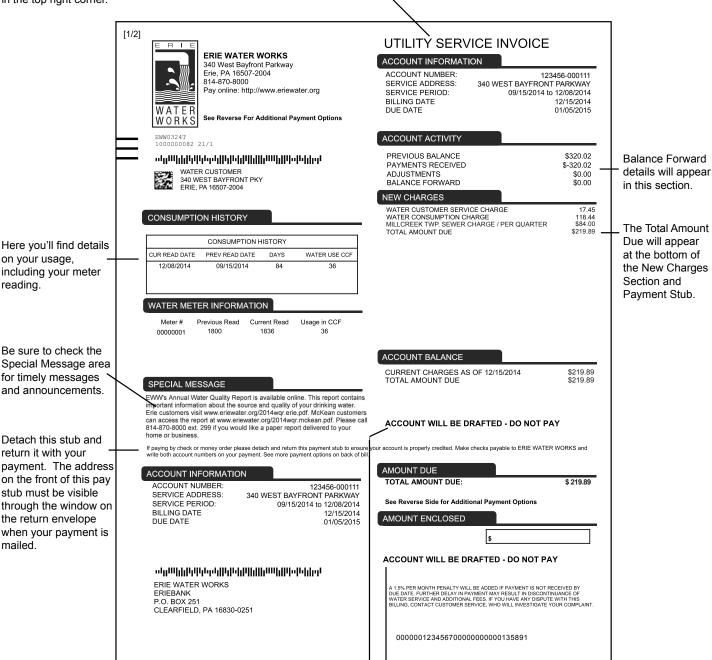
www.eriewater.org

How To Read Your New



Utility Bill

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



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.