

How to Read Your New Bill

1 Account Summary

Total Amount Due By – This includes your current monthly charges, any past due amounts, and any unpaid amounts. These are due by the date shown here to avoid additional charges or late fees.

Account Summary as of – This date includes all activity on your account up to this date.

Previous Balance – Amount owed to bring your account up to date.

Payments – All payments made since your last bill.

Penalties/Adjustments – Any adjustments and/or penalties assessed to your account.

Current Charges – Charges are based on usage.

Account Balance – Total outstanding amounts due on the account.

2 Account Information

Account Number – Your unique string of numbers specific to your account.

Customer Name – The customer of record at the service address.

Service Address – Property address receiving service.

Billing Period – Date range of service.

3 Meter Information and Usage Summary

This section contains information about your meter including the meter number, the meter size, previous and current readings, and consumption.

4 Usage History

This graph illustrates your water usage over 13 months. Use the graph to see how your usage compares and to monitor any changes.

5 Current Charges

Sewer Charge – This charge is based on the amount of water used during a billing period. This charge consists of an Alcosan service charge, and a surcharge added on by the borough or municipality.

Water Charge – This is based on the amount of water used during the billing period. (Please see our Rules Booklet for a full breakdown of these charges).

Total Current Charges – Combination of your sewer and water charges.

This section will also list the total amount due on the account, and any payment agreement amounts (if applicable). The due date on this bill DOES NOT apply to amounts past due.

6 Dual Message Center

Our message center allows more ways to inform our customers of important changes and information.

7 Payment Stub


Detach the stub to use with your check or money order payments.

8 Customer Information and Education Center

This portion of the bill is used to help customers better understand their charges and address common issues that may increase their bill.

9 Ways to Pay Your Bill

Find all the different ways to pay your bill each month.



The Wilkesburg-Penn Joint Water Authority
PAY BY PHONE: 844-750-0001
PAY ONLINE AT WPJWA.COM

"1111"

Total Amount Due \$-66.23 by 10/27/2023

Account Summary as of 10/06/2023

| | |
|-------------------------|-----------------|
| Previous Balance: | \$0.00 |
| Payments: | \$0.00 |
| Penalties/Adjustments: | -\$115.21 |
| Current Charges: | \$48.98 |
| Account Balance: | -\$66.23 |

Additional charges if not paid by 10/27/2023

Details as of 10/06/2023

| Meter No. | Meter Size | Prior Read | Current Read | Consumption |
|-----------|------------------|------------|--------------|-----------------------|
| 037611065 | 5/8 IN BY 5/8 IN | 12,649 | 12,650 | 1.40 CFL 1.05 KGAL |

| | |
|------------------------------|----------------|
| Current Charges | |
| Sewer Charge | \$21.29 |
| Water Charge | \$27.69 |
| Total Current Charges | \$48.98 |

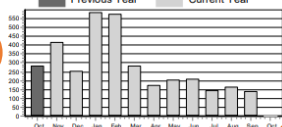
Total Amount Due **CREDIT -\$66.23**

Due Date Does Not Apply to Amounts Past Due

Account Information

Account Number: 49-999999-9
Customer Name: SMITH, JANE
Service Address: 123 ANYWHERE STREET
Billing Period: 09/05/2023 to 10/04/2023: 29 Days


Usage History



Message Center

SAMPLE BILL

Please detach and return this bottom portion with your payment.




The Wilkesburg-Penn Joint Water Authority
2200 ROBINSON BLVD.
PITTSBURGH PA 15221-1112

Account Number: 49-9999999-9
Service Address: 123 ANYWHERE ST
Due Date: 10/27/2023
Total Amount Due **CREDIT -\$66.23**

AMOUNT ENCLOSED \$ _____

WJP1101A 205 1 AV 0.4987000000225 00.0003.0079 205/1



SMITH, JANE
123 ANYWHERE STREET
PITTSBURGH, PA 15218-9999

THE WILKESBURG-PENN JOINT WATER AUTHORITY
2200 ROBINSON BLVD
PITTSBURGH, PA 15221-1112

PAYMENT INFORMATION

IMPORTANT INFORMATION FOR CUSTOMERS PAYING BY CHECK

When you pay your bill by check, you authorize us to electronically process your check. If your check is processed electronically, your checking account may be debited the same day we receive the check, and it will not be returned with your checking account statement. If someone other than you or a bill paying service pays your bill, you must notify them of this policy. Electronic check conversion is simply a process where your paper check is converted to an electronic payment from your account. Your check is copied and stored, and the original check is destroyed. In most cases, your payment will show as an ACH or electronic debit. For more information regarding this process, visit the Federal Reserve internet site at <http://www.federalreserve.gov> or <http://electronicpayments.org>. **Please make all checks payable to: WPJWA**

NON-BILLING EMERGENCIES: 412-243-6200; Available 24/7 for reporting water emergencies.

ADDITIONAL PAYMENT METHODS

| METHOD OF PAYMENT | HOW | WHERE | HOURS OF OPERATION |
|-----------------------------|---|--|---|
| By Mail (by Correspondence) | Check, Money Order | 2200 Robinson Blvd, Pittsburgh, PA 15221 | 24 hours, 7 days a week (Payments processed during normal business hours) |
| Drop Box | Cash, Check, Money Order | 2200 Robinson Blvd, Pittsburgh, PA 15221 | 24 hours, 7 days a week (Payments processed during normal business hours) |
| In Person | Cash, Check, Money Order or Credit/Debit Card | 2200 Robinson Blvd, Pittsburgh, PA 15221 | Monday-Friday, 8am - 4:15pm Closed weekends & Holidays |
| Telephone | Credit/Debit Card or Electronic Check | 844-750-0001 | 24 hours, 7 days a week |
| Online | Credit/Debit Card or Electronic Check | wpjwa.com | 24 hours, 7 days a week |
| Autopay | Checking or Savings Account | wpjwa.com | 24 hours, 7 days a week |