



Wilkinsburg - Penn Joint Water Authority

2200 Robinson Boulevard, Pittsburgh, PA 15221-1193
Tel: (412) 243-6200 Fax: (412) 243-6210 www.wpjwa.com

Dear Valued Customer,

On April 1, 2023, the Wilkinsburg-Penn Joint Water Authority made a change to the company that processes our electronic payments. This change came about very quickly, and we have been attempting to notify the affected customers based on the information available to us. This update has been difficult, and we are asking for your patience as we make these changes. Please be sure you are utilizing the correct phone number for our new payment provider, Invoice Cloud, at (844-750-0001) when making a payment by phone or online at <https://wpjwa.com/pay-bill-online>.

This change has been particularly difficult for our customers utilizing the E-billing and Auto-Pay provisions. Both options are not available at this time and may not be in service until closer to October 1, 2023. Paper bills will be mailed to all customers during this time. You may still be receiving notifications from our previous provider, Paymentus, whom we have notified to stop sending out any additional notifications. Please disregard their notices as that system is no longer available. We recommend deleting any saved links you may have for the Paymentus portal to avoid any further confusion.

Currently, you are not able to look up outstanding balances on your account, however, we are attempting to get this part of the system working again as this is a very important piece of information for our customers. Please be patient as these changes are made as well as other changes being planned for our new payment portal. We ask that each customer provides us with the most up-to-date contact information so we can notify you of these changes as we move forward. Future changes will also be communicated via messages on your bill; please take some time to review those messages. If you need any additional information, do not hesitate to contact our customer service department at 412-243-6200, Monday through Friday, from 8:00 AM to 4:15 PM. Email us anytime at custserv@wpjwa.com; all weekend inquiries will receive a response on the next business day.

Thank you!

Doug Komandt
Executive Director

*Dennis Simon, Chair, East Pittsburgh
George Fuller, Vice Chair, Edgewood
David Gilliland, Treasurer, Wilkinsburg
Vivian Broz, Secretary, Forest Hills*

*Philip Scolieri, Asst. Sec., Penn Hills
Theodore Czekaj, Asst. Treas., Turtle Creek
James Williams III, Churchill
John Vahosky, North Braddock*

*John Vento, Penn Hills
Tracey Crombie-Collins, Swissvale
Kathleen Rawlins, Wilkinsburg
Derek McKinley, Wilkinsburg*

Executive Director, Douglas D. Komandt