

January 2021

The Municipal Authority of the Borough of Portage - Water Department

Newsletter

Swiftreach Program

In order to keep our emergency system updated, the Water Authority is asking customers to update their account with current phone numbers and email addresses. By doing this, automated calls to customers in an emergency situation will be handled more efficiently. Please contact our office or email us at pwauth@portagewater.com

Water Leak Adjustments

The Portage Water Authority allows one leak adjustment per customer in a period of thirty-six (36) months. A request for adjustment must be completed and submitted within sixty (60) days from the date the leak was discovered. The leak must also be repaired before consideration of your request can be presented to The Water Authority Board.

The policy of the Authority is situations involving severe leaks at a cost of \$100 or more (for water portion of bill) which may occur and are beyond the control of the responsible water customer, may result in an adjustment being granted.

Leak adjustments shall be adjusted as follows: Total water amount billed less average multiplied by 50% plus average usage. (Average usage is calculated by the past 12 months or available history)

The Water Authority has the right to approve or reject any request for adjustment.



Inside this issue

Swiftreach Program	1
Water Leak Adjustments	1
Automatic Cash Transfer	2
Credit Card Payments	2
Backflow Prevention	2
Website	3

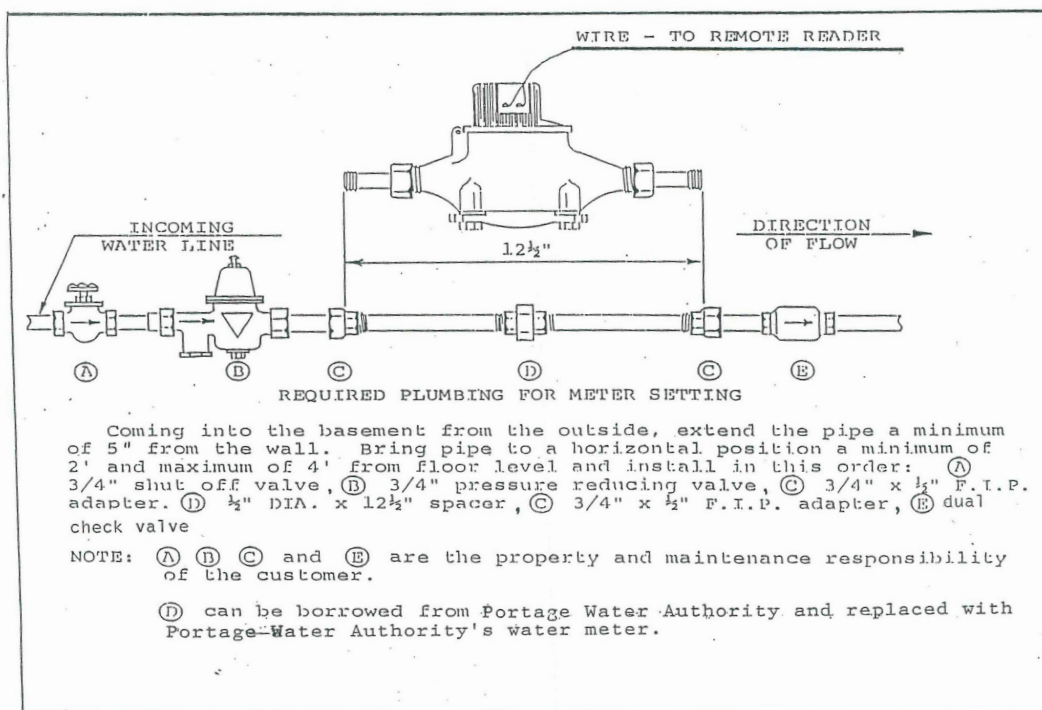
Office Hours

Our office hours are 8am to 4pm Monday thru Friday. The drop box is always available, it is located beside the entrance door.

Backflow Prevention Requirements

Protecting your drinking water supply is everyone's responsibility. State regulations require residential, commercial and industrial customers served by a public water system to protect the public water system from potential contamination. Under certain

conditions water from private plumbing can flow into the public water distribution system, this is referred to as backflow. In order to prevent potential backflow, customers are required to install and maintain backflow prevention devices on the



Automatic Cash Transfer

Sign up today! The Water Authority has Automatic Cash Transfer. No more writing checks or rushing in to pay your bill on time. We will automatically deduct your billed amount from your account. Stop in or call today to sign up.

Credit Card Payments

Now accepting credit cards as a form of payment. Pay online through the Water Authority's secure website at www.portagewater.com or by stopping in or calling the office.

(A small usage fee of \$3.00 will apply)



Martindale 12" Steel Pipe

Website

Check out our website www.portagewater.com for important information. You can find our office hours, phone numbers, board members, staff, rates, minutes, water quality reports, meeting dates, automatic cash, transfer application form, online bill payment and more. Also important information is printed on your bill for example flushing dates, new office hours, etc.

Payment Due Date

Bills. Are due the 15th of each month. A penalty will be applied after this date which may result in a delinquent notice.



The Municipal Authority
of the Borough of
Portage -
Water Department
606 Cambria Street
Portage, PA 15946

Phone: 814-736-9642
Fax: 814-736-9766
E-mail: pwauth@comcast.net