



POSTAL SERVICE CHANGES MAY DELAY MAIL

On October 1, 2021, the United States Postal Service (USPS) implemented new service standards for both First-Class Mail and Periodicals. USPS has stated that most First-Class and Periodicals will be unaffected by the new service changes. USPS has indicated that single piece First-Class mail traveling within a local area will continue to be two days.

USPS has increased time-in-transit by 1 or 2 days for certain mail that requires a longer travel distance. What this means is USPS customers could encounter mail taking up to 5 days to deliver.

USPS's change to their delivery standard, in addition to the upcoming holidays, may influence how quickly you get and receive mail. This includes your Horsham Water and Sewer Authority bill (HWSA).

In an effort to avoid these uncontrollable delays imposed by the USPS, HWSA offers other payment options rather than using mail delivery service.

- **Paperless E-Billing via HWSA's Online Account Management:** visit our website www.horshamwater-sewer.com to sign up to use this feature
 - Print and pay your Bill
 - ACH payments – *no fee charged*
 - Credit/Debit card payments – *small convenience fee charged*
- **Phone:** by calling toll free at 844-898-3671
 - All major credit cards are accepted (Visa, MasterCard, Discover and American Express) – *small convenience fee charged*
- **In Person:** at HWSA's main office located at 617 Horsham Road.
 - All forms of payments are accepted in the office (Cash, money order, bank checks and credit/debit cards) - *Convenience fees may apply to specific payment options.*

HWSA recognizes that the decision made by USPS may create undesirable delivery dates as well as impose an inconvenience. However, HWSA shall not be held responsible for delayed mail and all invoices issued by HWSA must be paid on or before the due date issued on your invoice. Quarterly billing customers' invoices are issued around the 15th of the months in which you are billed and monthly customers invoices are issued around the 25th of each month.

Please note that in order to utilize HWSA's online account management service you must create an account. Account creation requires your account number and CID number. Both numbers may be found on your HWSA billing invoice. Contact information is strictly confidential and is only used for Horsham Water & Sewer Authority business.