

## Attention Current Online Payers >>>>You Will Need To Re-Enroll

As a result of the transition to a new system, Norristown Municipal Waste Authority's current online system will discontinue processing payments or accepting recurring or scheduled payments after March 1<sup>st</sup>, 2018. After March 1<sup>st</sup>, 2018, all payments will have to be mailed to our office or lockbox address, or processed at our office location. If you would like, you may still use the current online bill system to make a payment **through March 1<sup>st</sup>, 2018.**

**To assist you in the transition, we will be mailing you paper bills in February and March.** After **March 15<sup>th</sup>**, all customers who wish to access their account online will need to set up a new online account at [www.norristownsewer.org](http://www.norristownsewer.org) where they will be able to see their bills, process credit card and ACH payments, and take advantage of the many online services available. Please see below for instructions on how to register for our new online system.

### Customers Who Pay Through Their Bank's Online Bill Pay System

If you pay through your bank's online or mobile banking service, you'll need to update your Norristown Municipal Waste Authority's account number to the new 9240#####.## format within their service.

### Are you Interested In Using Our New Online System For The First Time?

After March 15<sup>th</sup>, simply go to [www.norristownsewer.org](http://www.norristownsewer.org) and click on the "Pay Online" button at the top of our home page. That will redirect you to the new online customer portal. Once you are there, you will be prompted to:

- Enter your account number (Format 9240#####.##) that is located on your bill.
- Enter your CID number which will be located **on the April bill and every bill going forward.** If you would like to use your new online portal sooner, please call the office at 610-270-3190 to request your CID Number.
- Enter your current email address.

Once you register the above information, a one-time email confirmation will be sent to you with an access link. Once you click on the access link you will be asked to enter a password that you will use each time you access your online account.

We are looking forward to improving our customer service with this upgraded system. Visit [www.norristownsewer.org](http://www.norristownsewer.org) or email questions to [collections@norristownsewer.org](mailto:collections@norristownsewer.org) or call our office at 610-270-3190.

Sincerely,

Norristown Municipal Waste Authority Customer Service.

235 E. Airy Street, 2<sup>nd</sup> Floor

Norristown, PA 19401

610-270-3190 | [collections@norristownsewer.org](mailto:collections@norristownsewer.org)