

Online Presentment and Payment FAQ's

Q: I am having trouble finding my account, what should I do?

A: Make sure that you enter your entire account number, including the “.00” at the end. The format must be OXXXXXXXXX.00

Q: What happens if I register and set up an account to pay my Invoice?

A: You will be able to use the same username (email) and password at any time to access your account, see your outstanding bills, and make a payment. You also will get a email notification every time a bill is prepared, however you still will get a hard copy of your monthly invoice. The only way to stop getting a hard copy of your invoice mailed to you is if you sign up for “paperless billing”.

Q: What are some of the benefits of receiving my sewer bill electronically (paperless billing)?

A: It is convenient, saves time, allows you to receive bills anywhere at any time and helps the environment by saving paper. You can continue to receive a paper bill, but if you elect to go paperless, you can always print out a copy of the invoice if needed. You will need to sign up online for paperless billing but the process is simple.

Q: When I sign up to “Go Paperless,” will I still receive a paper bill in the mail?

A: No, you will receive an email notification each time a new bill is ready for you to view and pay. Email notifications go to the email address used when you register or sign up, a second email address may added if you wish to send notifications to an additional or back up email address.

Q: What is Auto-Pay?

A: If you elect to opt in to Auto-Pay, it means that your bills will be paid automatically on their due dates using your default credit card or bank account. This will avoid any late fees and free you from having to remember when to pay.

Q: Can I still pay my sewer bill by check or by cash?

A: Yes. You can send your check to the lockbox or to the Authority office or you can by cash in person at the Authority office.

Q: Can I still pay my sewer bill by credit card?

A: Definitely. The process will not change. You will still go online to norrstownsewer.org and use the “Sewer Payment” button to enter the Norristown sewer payment screen and just follow the instructions. Most credit cards will be accepted as well as a debit card. There will be a convenience charge for the use of a credit/debit card.

Q: Will I receive a confirmation email that my bill has been paid?

A: Yes. After your transaction is submitted, you will receive a confirmation email with your payment amount and the payment process date.

Q: May I pay my sewer bill by credit/debit card at the Authority's office?

A: No, we are only permitted to accept credit/debit card payments online.

Q: Is my credit card information secure?

A: The firm providing the credit/debit card processing service uses the highest standards in Internet security. Account information displayed within the customer portal is truncated to protect confidential data so that even the Authority does not see your complete account information.

Q: Do I need to register or sign up to pay a bill?

A: You will need to register online to receive electronic bills by email, but registration is not required for one time payments. One time payments require that you enter your payment information each time you make a payment. By registering, you avoid that step and gain access to your payment history. Registration is easy. If you choose to register, you will be asked to provide a password and accept the terms and conditions to use the system. The payment information you enter in your customer profile will then be securely encrypted and saved for your next visit.

Q: Will I have online access to my account?

A: If you register, you will have 24/7 access to your account for invoice review and payment as well as payment history.

Q: How long will my payment history be maintained?

A: 24 months is the standard retention period.

Q: Will I be able to print a copy of my bill?

A: Yes, each invoice is presented in PDF and HTML format. Electronic storage is recommended because it saves paper and has a beneficial impact on our environment.