



BRADDOCK WATER AUTHORITY

NEWS AND INFORMATION

NEW SERVICE RATES

Due to the Wilkesburg Penn Joint Water Authority rate increase, beginning with the April 2020 bill, Braddock Water Authority rates will increase by 5%. The new rate chart for billing will be available by March 2020.

REMINDER: HOW TO PAY YOUR BILL

There are 3 ways you can pay your bill:

1. You can pay your bill on our online payment system (bit.ly/braddockwater) or by phone (844-695-8673) through our automatic system. Both require a credit or debit card and charge a \$3.00 convenience fee.
2. You can mail your payment to our office at Braddock Water Authority, 415 Sixth Street, Braddock, PA 15104. Make check or money order payable to Braddock Water Authority.
3. Or you can visit our office at 415 Sixth Street and make a direct payment at our office located in the lower level of the Braddock Borough Building.

FEES AND PENALTIES

Effective as of January 1, 2020, all Braddock Water Authority fees for services and penalties will be enforced. A copy of the fees and penalties are enclosed with this bill.

Additionally the list is located on the Braddock Water Authority website at www.braddockwater.com.

HOURS OF OPERATION

Please be advised, to receive the best optimum service, the Braddock Water Authority conducts business between the hours of 9:00 a.m. and 3:30 p.m.

These are the best times to talk directly to our staff or to receive service.

We do not provide same day service as we need to ensure all processes and procedures have been followed as it relates to any request for service. Emergencies are the only exception to this policy. The Authority reserves the right to determine what qualifies as an emergency.

DELINQUENT ACCOUNTS

If you have a delinquent account or have defaulted on your payment plan, please be advised that beginning February 2020, all delinquent accounts will be sent to our collection agency. Once your account has been sent to collections, we can no longer receive payments and you will have to settle your delinquent bill directly with the collection office.

In addition to being sent to collections, all delinquent accounts will also be scheduled for shut off in March. If you wish to remain in good standing and keep your water service on, please bring your bill up to date as soon as possible.

IMPORTANT DATES

Enclosed is a copy of the 2020 billing schedule and Board Meeting dates.

Additionally, the office will be closed throughout the year for professional development, meetings and holidays. These dates will be posted on our website and at our office prior to these days.