



NEW BILLING SOFTWARE

Beginning August 01, we will switch to a new billing software for our water bills. The new software will feature a Customer Portal where each customer will have online access to their account to pay their bill, review their usage history, and make sure personal information is up to date.

The new system will also feature built-in bill-pay capabilities as well as advanced notifications that will replace our current Textcaster messaging.

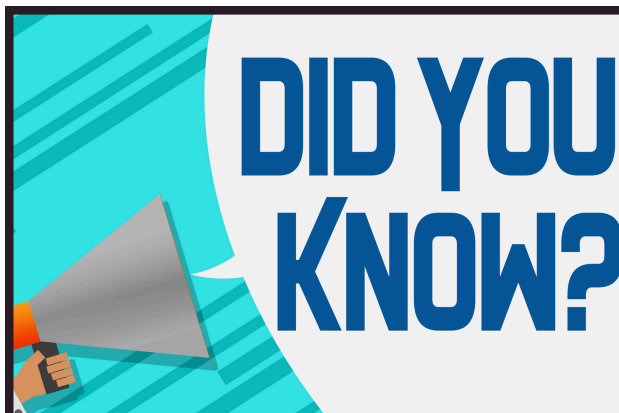
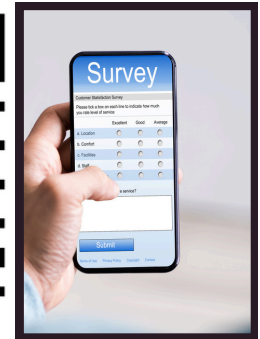
Unfortunately, the new system will require all customers currently using our online bill pay system to re-register with the new system by clicking the BILL PAYMENT button on our website. pwsd12.com

SERVICE LINE INVENTORY

Jefferson Co. PWS No. 12 is asking for our customers' help in determining what type of service lines supply their building. This information is being required by the US-EPA in an effort to eliminate all services lines made of lead in the United States.

Please visit our website for more information or scan the QR code to the right.

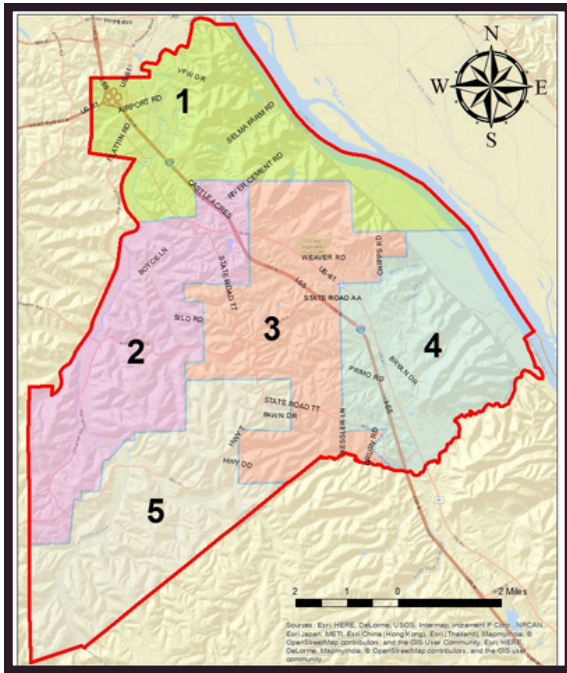
<https://pwsd12.com/2024-service-line-inventory>



DID YOU KNOW?

Are you aware that you can receive your water bill via email in addition to, or in place of your regular postcard bill?

We have received many concerns from customers that have not received their monthly postcard billing. We mail all bills on the last business day of each month. Adding email delivery is a great back-up in case you don't receive your postcard bill. Just provide our office with your information.



PWSD NO. 12 RANDOM FACTS

- Miles of Water Main: **65.6**
- Number of Fire Hydrants: **251**
- Number of Water Meters: **1688**
- Pumping Capacity: **1,987,200 gallons per day**
- Water Storage Capacity: **990,000 gal.**
- Number of Sub-Districts: **5**
- Number of Employees: **6**
- Average Water Bill: **\$45.76**
- Area of District: **65.7 square miles**

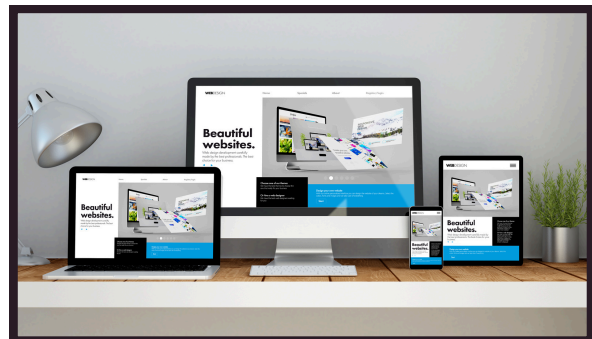


PWSD12.COM

Have you visited our website recently?

Our modern website offers a large amount of information regarding the Water District, from who we are to what we do to information that you may find useful, like billing rates, policies, and meeting dates. It's all just a few clicks away.

Our site is designed to function well on mobile devices as well as computers.



CONTACT INFORMATION

Have you changed phone numbers recently? Do you have a new email address?

It is important that we have your current information on file in case we need to contact you regarding a high meter reading, forgotten payment, or other emergency. You can call our office or email your current information to: office@pswd12.com

