

---

An Equal Opportunity Employer

124 Park and Pool Road  
New Stanton, PA 15672  
Phone: 724.755.5800  
1.800.442.6829



Mailing Address:  
P.O. Box 730  
Greensburg, PA 15601

[www.mawc.com](http://www.mawc.com)  
[mawc@mawc.com](mailto:mawc@mawc.com)

"Regional Water  Wastewater Service"

Welcome to the Municipal Authority of Westmoreland County. We are most happy to add you to our list of consumers, which presently number over 125,000. It will be helpful if you remember a few basic facts, which will ensure our relationship to be a good one.

Office hours at the Authority are from 8:15 A.M. to 6:00 P.M., Monday through Friday. We have a 24-7 drive-through service for your convenience. We can be reached 24 hours a day should an emergency arise. Our New Stanton telephone number is (724) 755-5800. Our toll-free number is 800-442-6829.

Enclosed in this package is an explanation of our rates. Read this information so you may understand how your bill is calculated. Our Service Department will be happy to answer any questions you may have.

Residential accounts are read and billed quarterly. You can help our meter readers by not obstructing your water meter in any way... keep it accessible. If you own a dog, please keep it restrained when the meter reader comes to call. Although you may feel your dog is not hostile, they may become upset when approached by a stranger, especially those in uniform. If the meter reader is unable to gain entrance to your home, he will leave a card on which you can notate your meter reading and return to us by mail. This should be done immediately to ensure that you are billed for actual usage rather than estimated.

When you receive your billing, the due date will be approximately fifteen days after the billing date. Five days after the due date, a reminder notice will be sent to you if payment has not been received. Fourteen days after the reminder notice is sent out, a shutoff notice will be generated if the bill remains unpaid. This notice is sent out certified mail with a shutoff processing fee added to your bill. The scheduled termination date will be ten days after the shutoff notice is sent. Should the amount due remain unpaid after this time has elapsed, your service will be terminated. If the service is terminated, you have to pay the delinquent amount owed on the bill, plus a security deposit and a turn-on fee. Should you run into problems with the payment of your account, please call us in advance of your termination date. We are most willing to make payment arrangements which are satisfactory to both of us should the need arise.

It is our goal to provide the best possible service to our consumers and to maintain a good working relationship which will benefit all of us. Again, welcome to our service area.

**PAYMENT OPTIONS:** MAWC offers a number of different payment options. These options include:

- Automatic Withdrawal
- Paying by mail
- Paying over the internet at [www.mawc.org](http://www.mawc.org)
- Payment at drive-thru service
- Payment by phone with credit card (Mastercard/Visa)
- In person at our office or an authorized agency.

The simplest and most convenient option is Automatic Withdrawal, where the amount of your bill is automatically deducted from your bank account on the due date. This service is offered to customers free of charge. The last page of this booklet is the authorization agreement for Automatic Withdrawal.

The MAWC office is open between the hours of 8:15 A.M. and 6:00 P.M. Also, for your convenience, there is a drive-through service which accepts bills after hours.

If paying by mail, check should be made payable to "MAWC" and addressed to:

MAWC  
P.O. Box 800  
Greensburg, PA. 15601

**Collection Agencies for:**

MUNICIPAL AUTHORITY OF WESTMORELAND COUNTY  
124 Park & Pool Rd., New Stanton, PA 15672

A1 Wireless: Jeannette

First Commonwealth Bank-	Delmont	New Alexandria	Vandergrift
	Export	Youngwood	Leechburg
	Murrysville	Willow Crossing	Allegheny Twp.
Manor National Bank-	Manor		
Huntingdon Bank-	White Oak and Mckeesport		
Hempfield Shop n Save, Rt. 136, Gbg.			
Dollar Bank-	McKeesport		
PNC-	Tri-County Plaza	Smithton	
First National Bank of PA-	Avonmore		
Apollo Trust Company-	Apollo	North Apollo	Allegheny Twp. N. Washington

**Collection Agencies (Contd.):**

Standard Bank-	Main St., Mt. Pleasant, PA
Scottdale Bank & Trust-	Pittsburgh St., Scottdale, Pa.

Saltsburg Borough Building

**Pay-by-Phone Service offered by Banks:**

First Commonwealth Bank  
Citizens Bank

Dollar Bank  
PNC

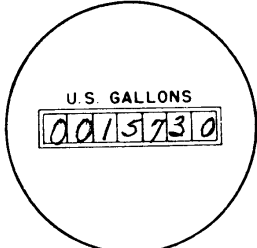
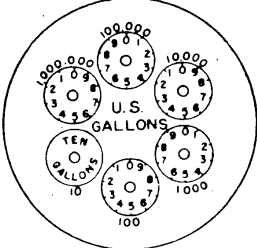
When our meter readers make their quarterly visits to your home and are unable to gain entrance they will leave a card as pictured below.

A straight type meter requires you to mark all digits shown on your meter including zeros exactly as shown on the meter.

A round type meter requires you to mark the position of the hands as they are shown on the meter starting with the million-gallon dial and ending with the 10-gallon hand.

No postage is required to mail these cards to us; however, we must have them in our office within 3 days in order to process this information in time for the billing. For your convenience you may call the reading into us 24 hours a day.

If you have any additional questions on reading your meter please do not hesitate to call our service department.

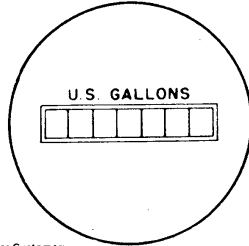
Date _____	Meter # _____
ACCOUNT No. _____	
<b>Straight Type Meter</b>	<b>Round Type Meter</b>
	
<b>Dear Customer:</b> We're sorry our meter reader missed you today. Please mark the appropriate dial on the card above, the position of the hands on your water meter. Fill in the date and mail within (3) three days in order to avoid receiving an estimated bill for the current period. Your prompt cooperation would be sincerely appreciated. Municipal Authority of Westmoreland County	If more convenient to you the meter readings may be provided by telephone between the hours of 5:00 p.m. and midnight by calling one of the following numbers: 834-6500 • 800-442-6829 • 864-0020 Greensburg Irwin

Date \_\_\_\_\_

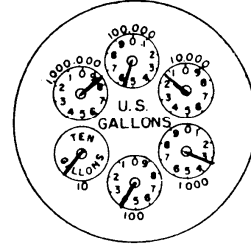
Meter # \_\_\_\_\_

ACCOUNT No. \_\_\_\_\_

**Straight Type Meter**



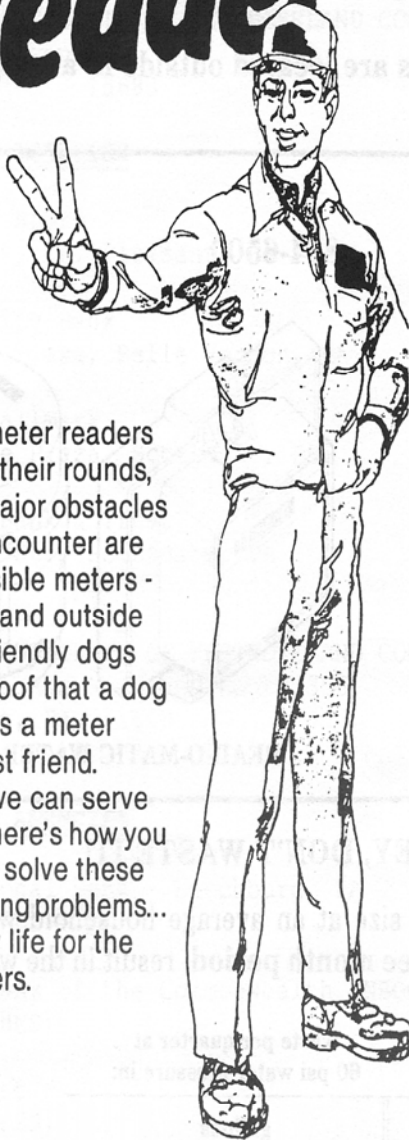
**Round Type Meter**



**Dear Customer:**  
We're sorry our meter reader missed you today.  
Please mark the appropriate dial on the card above, the position of the hands on your water meter. Fill in the date and mail within (3) three days in order to avoid receiving an estimated bill for the current period.  
Your prompt cooperation would be sincerely appreciated.  
Municipal Authority of Westmoreland County

If more convenient to you the meter readings may be provided by telephone between the hours of 5:00 p.m. and midnight by calling one of the following numbers:  
834-6500 • 800-442-6829 • 864-0020  
Greensburg Irwin

# Perils and Problems of the **Meter Reader**



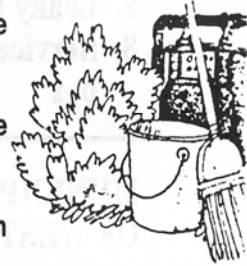
When our meter readers are making their rounds, two of the major obstacles that they encounter are (1) inaccessible meters - both inside and outside and (2) unfriendly dogs who give proof that a dog is not always a meter reader's best friend.

So that we can serve you better, here's how you can help us solve these two perplexing problems... and simplify life for the meter readers.

**MUNICIPAL AUTHORITY  
OF WESTMORELAND COUNTY**

## **1. Meter, meter, where's the meter?**

Outside or inside, water meters should be readily accessible with ample space to accommodate meter reading and service work. Please... **DON'T** let shrubs or bushes cover the meter... **DON'T** enclose the meter with the addition of a garage or room... **DON'T** cover the meter when you panel the walls... **DON'T** surround your meter with an obstacle course of basement clutter.

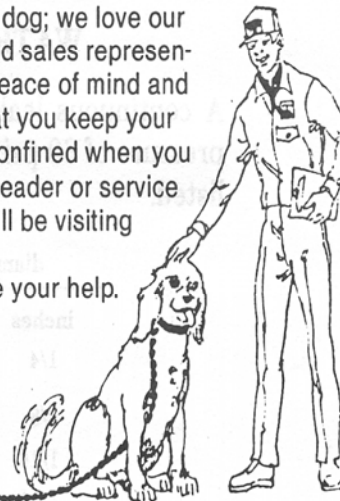


## **2. A dog's bite is worse than his bark**

For the record, most of our meter readers and service representatives like dogs, but a hostile dog can make life miserable for MAWC employees. Some of our employees have the battle scars to prove it. Dog bites are painful, dangerous, expensive and downright unpleasant.

You love your dog; we love our meter readers and sales representatives. For our peace of mind and yours, we ask that you keep your dog leashed or confined when you know our meter reader or service representative will be visiting your home.

We appreciate your help.



**ALERT:**





**UNDETECTED WATER LOSS  
IS GENERALLY FOUND IN  
ONE OR ALL OF THESE  
THREE AREAS**

1. Most leaks are reflected through your commode
  2. Leaky faucets
  3. Service line leaks when meters are located outside in a ground box
- 

---

**WATER COSTS MONEY, DON'T WASTE IT!**

A continuous leak from a hole this size at an average household water pressure of 60 psi would, **over a three month period**, result in the waste listed.

diameter of stream in:			waste per quarter at 60 psi water pressure in:
inches		mm	gallons
1/4		6.5	1,181,500
1/8		3.2	296,000
1/16		1.6	74,000
1/32		.8	18,500

# Correct Water Leak Before Replacing Pipes

## CHECK FOR WATER LEAK

There is an old saying, "If it ain't broke, don't fix it." It's not grammatically correct, but it sure does make sense. Our first question may be an example.

**Q: Our water utility bill is higher than any one house in our block. I suspect we have a water leak. Since we have a slab foundation, can we replace the pipes and run them through the attic?**

**A:** The first thing to do is find out if you have a leak. You may just have a different lifestyle or more family members or just be a very thirsty group.

Since you get a bill, you have a meter that records the amount of water that goes into your house. The meter can help you determine if you have a leak.

Your meter probably will have one dial that shows a small amount of water passing through the meter. This flow will be measured in gallons. The dial will help you to determine if you have a leak.

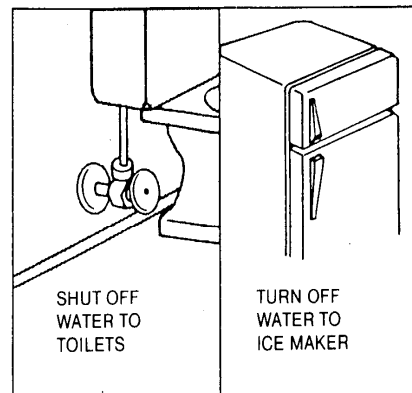
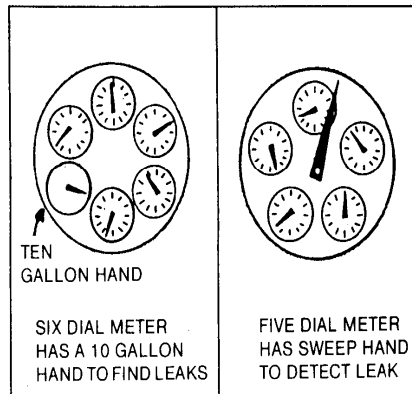
The two most common types of meters are the 5-dial and the 6-dial. The 5-dial has a large pointer like a sweep second hand that you'd use for determining leaks. The other has a small individual dial for this purpose. The other dials on both types are pretty much alike.

Before you check the meter, you must turn off anything that might run water. The ice-maker should be shut off at the place where it's connected to the water supply line. It's a good idea to turn the cutoffs for all toilets to the "off" position as they can sweep water at a rate so slow you couldn't tell by looking — but this would show up on the meter. If any faucets have drips, use the shutoff under the sink.

Mark the needle position on the dial and check it after about 15 minutes. Any movement indicates a leak. If there isn't any detectable movement, check it after an hour.

If there is no meter, use a stethoscope and listen at the main water supply pipe. If water is moving, you should hear a gurgle or a hiss.

If you do have a leak, you'd do better to find it and repair it rather than put in all new pipes.



## LOW WATER PRESSURE

**Q: At first we only had low pressure in our bathroom lavatory hot-water faucet; now it's also in the kitchen sink, although we just replaced it. All individual shut-off valves are wide open. What's the matter? — Milwaukee.**

**A:** If your water pipes are galvanized iron, calcium and magnesium deposits, as well as rust can cause the inside diameter of the pipe to be considerably reduced. It occurs faster in hot-water pipes than in cold. Replacement of the pipes, not of the fixture, is called for before serious leaks develop.

**Note:** Recently we wrote that the use of antifreeze in boilers to winterize them, if the system is to be shut down during the owner's absence, is common and certainly not illegal, as a reader feared. We neglected to say that the antifreeze used by plumbers is not the same as that used in automobiles. The latter is toxic, whereas boiler antifreeze is not. We took it for granted that this is not a do-it-yourself job and plumbers know the kind of product to use.

We shouldn't have, as pointed out to us by a mechanical systems specialist. The plumber should also make sure that the heating system is equipped with a backflow preventer.



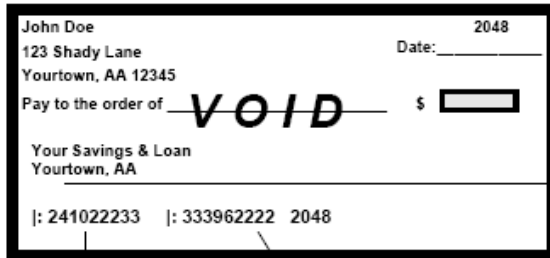


**AUTOMATIC WITHDRAWAL  
Authorization Agreement  
for Payment to  
Municipal Authority of Westmoreland County**



Thank you for requesting automatic payment withdrawal for your service account. Automatic payment is a service offered to Municipal Authority of Westmoreland County customers free of charge. Fees, however, will apply if sufficient funds are not available to cover your payment. Please complete the application below and sign the "Authorization Agreement." Return this application to the Municipal Authority of Westmoreland County at the address shown below. ALLOW ONE BILLING PERIOD for processing. Please continue to pay your bill as usual until you are notified in writing that your application has been processed.

**Note: A separate authorization agreement must be completed for EACH account that automatic payment withdrawal is requested.**



Routing Number 241022233      Account Number 333962222

**You must attach a VOIDED CHECK to the authorization agreement when returning to MAWC. We cannot process your application without one.**

MAWC Account Number: _____ Name( as shown on MAWC bill): _____ Customer Name: _____ Billing address: _____ City: _____ State: ___ Zip Code: _____ Financial Institution: _____ Name on Account: _____ <i>as it appears on your check</i> Routing Number _____ Account Number _____	<b>Mail completed agreement to:</b> MAWC ACH Payment P.O Box 730 Greensburg, PA 15601
Service address: _____ (If different than Billing address) City: _____ Account Type ( Check One) ___Checking ___ Savings	
<p><b><i>We CANNOT process without a voided check.</i></b></p> <p><b>Authorization Agreement</b></p> <p>I (We) hereby authorize the Municipal Authority of Westmoreland County, hereinafter called MAWC, and the financial institution designated in this application to charge the account specified above for payment of my service. I (We) understand that a fee will be charged to my account for each authorization request returned. If two authorization requests are returned, I (we) will be excluded from further participation in the plan. In addition, I(we) understand that both the financial institution and MAWC reserve the right to terminate this payment plan and /or my (our) participation therein. At any time, I (we) may elect to discontinue my enrollment in this plan. If I (we) so choose, I (we) will provide written notice, upon receipt of my bill, to MAWC at P.O. Box 730, Greensburg, PA 15601-0730.</p>	
Signature _____ Phone _____	Date _____ Email Address _____