

UPDATE: A NOTICE TO OUR CUSTOMERS

LCWSD strives to provide our customers with high-quality customer service.

Unfortunately, we need to tell you of an ongoing, unplanned issue impacting how you're receiving your LCWSD bills.

Without notice, LCWSD's bill delivery vendor in April, May, and June failed to send our bills to our customers. Some bills were delivered late, while others weren't sent at all.

LCWSD has secured a new bill delivery vendor. As of July 1st, you will resume receiving your bills in the mail and can continue to see your usage on our website at www.lcwasd.org.

Here's how we are working for you, and how you can help:

- This issue is with the bill DELIVERY vendor. It is NOT an issue with the billing system. Your usage is still being correctly recorded and billed.
- Your bill is still being internally generated and applied to your account in our billing system monthly, and it will be due in full once timely delivery to the United States Postal Service resumes via our new bill delivery vendor (see below).
- LCWSD wants you to avoid the sticker shock that could happen when multiple billing cycles are charged on one large bill. Here are FOUR ways to avoid receiving a large bill:
 1. If you use online bill payment, you can continue to pay your bill on your usual monthly schedule. LCWSD encourages you to visit our website, review your usage, and pay your bill through the website.
 2. If you don't use online bill payment, you can quickly sign up for Online Bill Payment by visiting our website at www.lcwasd.org and clicking on the Register for Online Bill Pay link or the Pay Online button.
 3. For customers who wish to pay their bills on their regular schedule, but do not want to sign up for Online bill Pay, they can pay their bills by contacting LCWSD Customer Service at 803.285.6919 or Toll Free at 800.832.2126.
 4. Customers can always speak to a Customer Service representative and pay in person at our office at 1400 Pageland Highway in Lancaster during normal business hours.
- **LCWSD is suspending all shutoffs and late fees until further notice.** These fees will resume after timely delivery to the United States Postal Service is resumed by our new bill delivery vendor. We will provide advance notification before resuming shutoffs and late fees. LCWSD apologizes for the inconvenience this situation is causing our customers, and we thank you for your patience.

Lancaster County Water and Sewer District