



MEDIA NOTICE

FOR IMMEDIATE RELEASE:

April 30, 2026

Bucks County Water & Sewer Authority Announces New Customer Billing System

New Online Billing Starts May 12

Warrington, PA — Bucks County Water & Sewer Authority (BCWSA) Utility Services is introducing a new customer billing system designed to improve electronic payment options and overall customer service. Beginning May 12, 2026, customers will be able to access the new system through the BCWSA website to view bills and make payments.

BCWSA's current online bill pay portal will be accepting payments until April 30, 2026. ***No online payments will be processed between May 1 and May 11, 2026 as the authority transitions to the new system.*** The new online bill pay portal will launch on May 12, 2026. Once the new portal goes live, customers must re-enroll according to how they pay their bill.

As part of the transition, customers will receive a newly formatted bill that includes a new account number and customer number, which must be used for all future payments. The new account number is similar to the one used before, but it will no longer include the hyphen with the set of numbers at the end. Customers who pay online or through their bank's bill pay service will need to update their account information. Options to pay by phone or by check will remain unchanged.

BCWSA's customer service team is available to assist customers during the transition. Additional information about the new billing system is available at <https://bcwsa.net/utility-billing/>.

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