



MUNICIPAL AUTHORITY
TOWNSHIP OF SOUTH FAYETTE

IMPORTANT INFORMATION REGARDING YOUR NEW SEWER BILL FORMAT

Please be advised that we have changed the format for our sewer billing statements. This is your first sewer bill with the new format. Please take a moment to review your new bill. We ask for your patience while changes are being made to better our system.

- Note that you will have a modified account number. If you currently pay your bill through online personal banking, it is imperative that you update your account number with your banking institution.
- If you currently have an online account, you will need to re-register following the online instructions at www.matsf.net . During the online registration process, customers will need to provide their full account number (including the suffix) as well as their individual CID number, which you can find on your bill. You will have immediate access to your new online account after your respond to the verification email which will be sent to you during this enrollment process. Please check your email spam folder if you do not immediately see that verification email.
- Registration for paperless billing is available through an online account. After online account registration is complete, customers will have the option to sign up for paperless eBills, which will be delivered via email. Even if you currently have paperless eBills, you will need to select this option during the online registration process.
- Customers who utilize our automatic payment (ACH) service should experience no changes, and you do not need to do anything.
- **A new feature to our billing system includes the option of paying your bill by automated phone call. With this feature, customers can pay their sewer bill by credit card or e-check 24 hours a day by calling our automated payment line: 1-888-341-5086. Customers will need their account number and CID number when using this method of payment.**

PLEASE BE ADVISED OUR PHONES WILL BE EXTREMELY BUSY DURING THIS TRANSITION. IF YOU ARE UNABLE TO REACH US, PLEASE LEAVE A MESSAGE AND WE WILL RETURN YOUR CALL AS SOON AS POSSIBLE. YOU MAY ALSO REACH US BY EMAIL AT SEWERBILLING@SFTWP.COM.

FOR FURTHER ASSISTANCE YOU CAN ALSO VISIT OUR WEBSITE: WWW.MATSF.NET