

GENERAL INFORMATION

What is "My CWA"?

My CWA is an online service that provides you with your very own virtual customer service representative. My CWA allows you to receive, view and pay your water bill on-line, view if a payment has been posted, view your meter reading history, view service calls to your property, schedule a field service appointment and receive educational information on residential water usage. We are excited to be able to provide our customers with this interactive tool that will save you valuable time and money. Imagine the power of being able to view your water account at your leisure without having to call Customer Service.

What can I do with "MY CWA"?

You can pay your water bill online, anytime, using your Visa®, MasterCard®, Discover®, or American Express® credit card. You can view your billing, payment, service call and water consumption histories. You can schedule a field service appointment. You can receive educational information regarding Residential Water Usage plus receive free toilet dye kits.

Why should I use My CWA?

My CWA is a fast, easy, convenient, safe and secure way to view your water account. My CWA provides you with your very own virtual Customer Service Representative.

Who can use My CWA?

Any current CWA customer can sign up for My CWA. Commercial and Industrial customers with consolidated bills can not make their payment via the on-line payment method due to the hands – on processing required to post their payments.

How much does it cost to register for My CWA?

Registering for My CWA is **FREE**.

How do I contact Customer Service?

You may contact our customer service department by phone, Monday through Friday between the hours of 8:00 am and 7:00 pm at (610) 876-8181 or (800) 723-2323.