

This is a reminder that you must update your autopay information in the MuniBilling system if you would like your payments to continue being automatically drafted from your bank account or credit card.

We currently have a large number of accounts approaching the due date that remain unpaid. This may indicate that some customers who were previously enrolled in autopay have not yet updated their billing information in the new system.

Because this is a system transition that was outside of your control, we are offering some flexibility regarding late fees during this period. If you receive a late fee related to this transition and believe it should be reversed, please call or email us and we will be happy to review your account.

If you were previously enrolled in autopay and have not updated your information, please complete the following steps to keep your account current:

Step 1: Log Into the Customer Portal

Go to the MuniBilling Customer Portal:

[Customer Portal | MuniBilling](#)

Step 2: Check Your Balance

If your bill was expected to auto-pay but you still have a balance due, your payment information has not been updated.

Step 3: Enroll in Autopay

Click "**Enroll in Autopay.**"

Select your preferred payment method.

Click **Enroll** to activate autopay for future billing cycles.

IMPORTANT

Autopay will **not** take effect until the next billing cycle.

If you currently have a balance due, you must make a payment now by one of the following methods:

Pay through the online payment portal

Mail a check to the S&T Mutual Water PO Box

Drop your payment in the S&T drop box at **150 Monarch Lane**

If you have any questions, please feel free to call or email us.

Thank you for your cooperation and patience.

Sincerely,
S&T Mutual Water