



January 20, 2022

Dear Customers:

It has come to our attention that we have created some confusion with the change to our bills and mailing address for payments. Rest assured, the KLSWA still operates at our facility on Old Allegan Road with your water and sewer services provided locally. The bills and payment mailing address change were made to automate the billing and payment process, create efficiencies along with safer protocols in response to the ongoing pandemic.

The good news is you now have more ways than ever to pay your water and sewer bill. The following outlines the various payment methods we now offer to our customers:

- You can make credit card payments via our KLSWA website. This method will direct you to a third-party credit card payment center. You will incur a 3% fee for use of this service. This method is housed in the Billing section of our website under View Your Bill, www.klswa.com/billing/
- You can mail a payment by check. Please note the mailing address for check payments has changed to the address below. Please mail all checks to:
PO Box 33785
Detroit, MI 48232
- You can make a payment directly from your personal bank account, commonly called an e-Check.
- You can enroll in Auto-Pay. This will automatically deduct your bill payment from your bank account on or around the first of the month. If you are not enrolled but would like to, please visit our KLSWA website to complete the form located in the Billing section of our website, www.klswa.com/billing/
- You can pay in person at the KLSWA offices still located at 6449 Old Allegan Road.

As normal, if you have any questions regarding the changes of your bill, please feel free to contact us at (269) 857-2709.