

## Customer Service

**Q. Can I make a payment with my credit / debit card or Echeck?**

A. Credit Card and Echeck payments are being accepted at our office, over the phone, and on our website.

**Q. Can I set up an automatic payment from my checking or saving account or credit card?**

A. Yes Contact the office at 570-647-0275 or email us at [cwra@centralwayne.org](mailto:cwra@centralwayne.org)

**Q. Can I pay my bill over the phone anytime?**

A. Yes you can call 1-844-932-0230 to pay your bill over the phone 24/7.

**Q. Does Central Wayne Regional Authority have a contactless drop box?**

A. Yes, CWRA installed a payment drop box next to the office front door.

**Sewer Issues**

**Q. What can I do about root infiltration in my lateral?**

A. Chemicals can be purchased at many home supply stores to dissolve root infiltration. If the chemical

**Q. I have a sewer odor in my basement, what can I do?**

A. If you have sewer facilities in your basement and they haven't been used, the water in the trap ma

**Q. Water lays in my yard in a heavy rain, is my sanitary sewer clogged?**

A. CWRA only handles sanitary sewer. Rainwater runoff should flow into the storm sewer.

**Q. I get water in my basement, can I use a sump pump to pump the water into my sewer line?**

A. No, water infiltration in a basement must be pumped outside the house and not into the sewer line