

Dear Customers:

Please be advised, our financial institution is changing our payment remittance P.O. Box address. As of September 15, the new mailing address for payments will be:

The Kalamazoo Lake Sewer and Water Authority
P.O. Box 8311
Carol Stream, IL 60197-8311

The KLSWA still operates at our facility on Old Allegan Road with your water and sewer services provided locally.

The following outlines the various payment methods we now offer to our customers:

- You can make credit card payments via the KLSWA website or by calling our office. This method will direct you to a third-party credit card payment processing center. Your payment will incur a 3% fee for use of this service with a credit/debit card, or a \$3 flat rate fee for paying with your checking account information. You can access your KLSWA account by using the search bar 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 been updated to the address below. Please mail all checks to:
The Kalamazoo Lake Sewer and Water Authority
PO Box 8311
Carol Stream, IL 60197-8311
- If you use your bank’s online bill pay to make your payment, commonly referred to as an e-check, please be sure to use your full KLSWA account number including all letters, dashes, and zeros.
 - **IN ORDER FOR YOUR PAYMENTS TO BE RECEIVED ELECTRONICALLY, YOU MUST UPDATE THE ADDRESS ON YOUR BANK’S WEBSITE TO REFLECT OUR NEW REMITTANCE ADDRESS.** Failure to do so may result in an unintended delay in the delivery of your payment which will cause irreversible late fees.
- You can enroll in Auto-Pay. This process automatically deducts your bill payment from your checking account on or around the first business day of each month. If you are not enrolled but would like to activate this feature, please visit our website to complete the form located in the “Billing” section: www.klswa.com/billing/
- You can pay in person at the KLSWA office at 6449 Old Allegan Road.

If you have any questions regarding the new remittance address, please feel free to contact us at (269) 857-2709.

Thank You,