



## TOWN OF BROOKFIELD

WPCA

BROOKFIELD, CT 06804

May 21, 2025

Dear WPCA Customer,

The Brookfield WPCA has recently upgraded their billing system.

What is different?

- The format of your bill
- NEW Customer Portal
- Option for PAPERLESS billing

What is the same?

- Payment address
- Bill Schedule
- Sewer Use and Assessment rates

If you are currently set up for **AUTO PAY**, please note that your current online account will be **cancelled**. You must set up a **NEW ACCOUNT** on our **NEW CUSTOMER PORTAL**. You can set up your new account at: <https://brookfieldwpca.epavub.com/> or by visiting the Brookfield WPCA website: <https://brookfieldwpca.org/> and clicking "PAY MY BILL."

In order to set up your new online account, the new system **REQUIRES** that you have a phone number on file with the WPCA. **Please call the WPCA office at 203-775-7319 to add a phone number to your account, BEFORE trying to set up the CUSTOMER PORTAL.**

**If you would like to utilize AUTOPAY, please note you must set up your new account in the CUSTOMER PORTAL by June 13<sup>th</sup>. The date for the June AUTOPAY withdrawal is Friday, June 20, 2025.**

If you choose not to pay online, you still have the option to pay your bill by mail or in person, at our WPCA Office, located at 53A Commerce Road, Unit 1.

The WPCA is available to answer any questions or address any concerns regarding the new billing system during our normal business hours. (Mon-Thurs. 8am-4pm; Fri. 8am-1pm)

Sincerely,

*Alison Kennedy*

Alison Kennedy  
Operations Manager