

## **Billing and Payment Guidelines**

### **BILLING FOR SERVICE**

It is the responsibility of the consumer(s) to adhere to the following Billing and Payment Guidelines and those set forth in the **Rules and Regulations**. Available in office or on the Authority website.

#### **1. Bills for Water Service (Quarterly)**

Except as otherwise provided by the Board of the Authority in special circumstances, all bills for water service shall be rendered quarterly, and are due twenty (20) days following the date of mailing by the Authority as disclosed by the United States postmark on the bill card. After twenty (20) days, as herein set forth, a seven and one-half (7 ½ %) percent penalty is charged upon the bill as rendered.

The Authority expressly reserves the right to render bills more frequently, and to shorten the period, and the period which services may be discontinued, as the Board of the Authority, in their sole discretion, may determine in special circumstances.

#### **2. Bills for Water Service (Monthly)**

Any consumer that is billed monthly instead of our normal quarterly billing, will be charged a seven and one-half (7½%) penalty at the expiration of twenty (20) days following the billing date. If the meter is located in a pit or vault, the billing for that location will be monthly.

\*Estimated bills will be the result of an inability to get a reading in a timely manner for billing purposes.

#### **3. Payment of Bills**

- (a) Payment of Authority bills shall be either by cash, credit card, ACH, money order, check or by using the Online payment option found on our website ([www.scbwa.org](http://www.scbwa.org)). All payments are posted to the appropriate account the same day they are received.
- (b) If payment is received after the due date and the amount paid is the before due date amount, the payment will be applied to water, capacity, sewer etc. Penalties will carry over one (1) billing cycle. If payment received for the next billing cycle does not include past penalties, the payment will be applied first to past penalties leaving a balance in water, which would then be subject to a Municipal Lien filing against the property.
- (c) The Authority will accept payment from a tenant of said property.
- (d) When any payment is refused by the issuing bank and returned to the Authority for any reason, the Authority or its employees, may and without waiving any other rights which the Authority may have, attempt collection of said payment and add a collection fee of Thirty-Five (\$35.00) Dollars to the amount of the bill.
- (e) Should a consumer have three (3) returned payments within a twelve (12) month period, the Authority reserves the right to request payment to be made in cash or by money order for a period of twelve (12) months.
- (f) The Authority will not accept any post-dated checks or overpayments.
- (g) In the event a property is sold with an unpaid balance remaining for water service the property shall be subject to the collections process which may result in the termination of water service and a Municipal Lien filing.
- (h) The Authority reserves the right to not perform work of any kind at a property location with an outstanding balance until the balance is paid.

#### **4. Reconnection Charge**

When service has been discontinued for a failure to pay any bill when due or for any violation of the Rules and Regulations of the Authority, a reconnection charge must be paid before water service will be restored.

#### **5. Service Charges**

- (a) The Authority may, at its discretion, impose a charge for service calls during non-business hours of the Authority.

### **RESPONSIBILITY OF THE PROPERTY OWNER**

Primary responsibility for the payment of the water service to any premises rests with the property owner. Unpaid water bills will be subject to the Authority's collections process and may incur additional fees. Should water service be discontinued, service will not be restored until all outstanding balances and the reconnection charge has been paid. Any



---

1201 West Branch Road  
State College, PA 16801-7697

[www.scbwa.org](http://www.scbwa.org)

Telephone: 814-238-6766  
FAX: 814-238-2175

unpaid water bill in the state of Pennsylvania is considered to be a lienable item according to the Pennsylvania Municipal Claims and Tax Lien Act (53 Pa. C. S. §7101 et. seq.) Refer to section 12 for Billing for Service information. The Authority reserves the right to require that bills remain in the name of the property owner/landlord for residential rental properties. The property owner/landlord may request that bills are sent to a property management company. This request must be submitted to the Authority in writing. If the water bill is unpaid past the due date, the property owner/landlord will be subject to the Authority's collections process and may incur additional fees. Should water service be discontinued, service will not be restored until all outstanding balances and the reconnection charge has been paid.

Owners may grant permission to tenants, property management, or other agents to receive account information. Such permissions must be submitted to the Authority by written authorization from the owner. Changes to these permissions must be updated by the owner.

**GENERAL**

The Rules and Regulations and Billing and Payment Guidelines of the State College Borough Water Authority are subject to change, modification, addition and/or deletion at the discretion of the Authority in the best interest of the Authority and the public welfare.