



1201 West Branch Road
State College, PA 16801-7697

www.scbwa.org

Telephone: 814-238-6766
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New Buyer Information:

Q: Do you offer e-billing?

A: Yes, SCBWA now offers e-billing. Please email the office at customer@scbwa.org with your account number and property address to be signed up. Please note that e-billing does not provide a portal through which to access your bill, nor to pay your bill. Once enrolled in e-billing, you will receive your bill via email when it becomes available. E-billing **does not** enroll you in auto-pay.

Q: Can I sign up for auto-pay?

A: Yes, SCBWA offers two options for auto-pay. You may enroll in auto-pay through ACH with a checking or savings account, which is processed by Authority customer service representatives. Another alternative is through the third-party site accessed through www.scbwa.org with a checking account or credit or debit card.

Q: How often will I receive my bill?

A: State College Borough Water Authority bills are mailed quarterly on the 20th of the month or the next business day according to the pre-fix letter on your account number (ex. A-1111-111-1). The following is a schedule of the billing cycles:

"A" & "D" - January, April, July & October

"B", "H" & "P" - February, May, August & November

"C" & "F" - March, June, September & December

***Accounts associated with pits and vaults are billed monthly.

Q: What is considered average usage?

A: SCBWA estimates usage of 5,000-8,000 gallons of usage per person per quarter.