

BRENTWOOD BOROUGH SEWAGE COLLECTIONS: FREQUENTLY ASKED QUESTIONS

1) Q: Why do I receive separate water and sewage bills?

A: From 2004 through 2012, Pennsylvania American Water collected sewage fees on behalf of Brentwood Borough. However, PAW has chosen to shutter this business unit. The Borough has entered into agreements with PNC Bank and Software Systems to support the in-house collection of sewage usage charges.

2) Q: How often will I receive a bill?

A: Brentwood issues bills on a monthly basis.

3) Q: What are the terms of the billing cycle?

A: The bill will reflect sewage usage for the 30 days preceding the last meter read. The dates of the sewage billing cycle should directly correspond to the dates of the water billing cycle.

4) Q: When are payments due?

A: Payment is due 21 days after the date that the bill is printed. The exact due date is listed on the upper right corner of the bill.

5) Q: What are the billing rates? How are collected funds utilized?

A: The sewage bill contains two separate components. A portion of the fees are imposed by the Allegheny County Sanitary Authority for sewage treatment. ALCOSAN charges both a flat monthly service fee and an additional fee for each thousand gallons of usage. The Borough has no control over the ALCOSAN fee schedule. The remaining charges are assessed by Brentwood for sewer infrastructure maintenance. Borough rates are set annually by Council and also include both a flat service fee and a usage fee. Current rates are conspicuously printed on the monthly statement.

6) Q: What are the penalties for late payment?

A: A one-time 10 % penalty is assessed against all past due accounts. Additionally, the account shall accumulate interest at a rate of 1 ½ % for each month that any outstanding principal, penalties, or interest remain unpaid. Should a customer fail to satisfy all outstanding charges in full within 90 days of the original billing date, the account shall be subject to termination of service.

7) **Q:** Where do I make payment? What payment instruments can I use?

A: Payment can be made via check by mailing to **P.O. Box 645304 Pittsburgh, PA 15264**. If paying via check, be sure to include the “coupon” (the section of the bill located below the perforated line) in the envelope. Customers can pay with a debit/credit card or sign up for automatic withdrawal from a bank account by visiting the Payer Express module on the Borough website. Please **DO NOT** submit payment at the Municipal Building unless explicitly instructed to do so by a termination notice.

8) **Q:** I am a landlord. Why did I receive my tenant’s bill?

A: Per the terms of the sewage ordinance, sewage usage charges will be assessed only to the owner of the property. Under no circumstances may a bill be mailed to a tenant. This regulation is beneficial to landlords, as it prevents owners from receiving a “surprise” notice of intent to lien the property due to ongoing tenant delinquency.

9) **Q:** Who do I contact regarding questions about my bill?

A: A Borough employee is charged with performing customer service functions. For assistance, call 412-884-1500 x118 between 9AM and 2PM on weekdays. Alternatively, customers can correspond via email through the Directory module on this webpage.

10) **Q:** How do I make changes to my account information?

A: To update a name or billing address, or to initiate or cancel service, customers should contact Pennsylvania American Water. Any alternations received by PAW will be shared with the Borough and electronically changed in the Borough database.

11) **Q:** What do I do if I did not receive a bill?

A: Contact customer service. During the data conversion process, address number may become transposed or the account may be inadvertently marked as closed by Pennsylvania American Water.

12) **Q:** I made payment to Pennsylvania American Water and/or Jordan Tax Service and did not receive credit against my balance. What are my next steps?

A: All payments made to PAW will be applied only to water usage fees. PAW will provide an account credit for overpayments but cannot forward these funds to the Borough. From 2012 through 2014, Jordan Tax Service was tasked with issuing monthly billing statements. JTS has agreed to forward any Brentwood sewage payments received after December 31, 2014 directly to the Borough. However, the processing lag

may create billing irregularities. Contact customer service to verify if payment has been received.

13) Q: I will be away from my address for an extended period of time. How do I avoid the assessment of penalties and interest?

A: Customers are advised to make advanced payment to avoid the imposition of any delinquent charges. If the customer will be residing at an alternate, semi-permanent address for a portion of the year (e.g. “snow birding”), customer service can temporarily forward monthly statements to this secondary address.

14) Q: I believe that I was inadvertently billed for excessive usage due to a water leak. How do I rectify this matter?

A: Customers must contact Pennsylvania American Water to dispute these charges. Please note that the customer is responsible for making full payment of the amount listed on the disputed bill. Should PAW determine that a leak was indeed present, PAW will automatically notify the Borough. The credited amount will be displayed on the next monthly bill.

15) Q: A notice of service termination was posted at my address. How do I prevent the water from being shut off?

A: Customers must make full payment within ten days of the posting date. Payment must either be in the form of cash, certified check, or money order, which is payable at the Municipal Building. Alternatively, a debit/credit payment may be made via the Payer Express module on the Borough website. Payment will be accepted at the Municipal Building **ONLY** if a termination notice has been issued. If the affected property is a rental unit, the tenant has a legal right to make payment on behalf of the landlord and deduct the paid amount from the monthly rent. If service is terminated, the customer will be subject to additional fees assessed by Pennsylvania American Water.