

4. IN PERSON PAYMENT at BOROUGH HALL: You may use cash, check, VISA & MasterCard, or money order to pay in person at the Pottstown Borough Hall. The Borough is open Monday to Friday, 8:30 a.m. to 5:00 p.m. You may also call over the phone and use VISA or MasterCard during those hours to pay your utility bill.

WATER SHUT-OFF INFORMATION:

PLEASE NOTE:

If the account does become delinquent past the 60 days, a \$50.00 Ordinance Fee is immediately added to cover additional costs incurred by the Borough at this point, and the Water Service to the property is terminated. The property owner or a designee over 18 years of age **MUST** come to the Borough to sign a Waiver Form prior to the Water Service being re-instated, even if a payment is made with a VISA or MasterCard over the phone.

REVIEW OF THE BILLING CYCLE

Estimated Example

**June 01st – utility bills are mailed out
Due in 30 days**

July 8th – delinquent notices mailed out with 10% penalty – 10 days to pay

**DO NOT PAY ON LINE OR MAIL IN A CHECK
AS PAYMENTS WILL NOT BE ON TIME**

A VISA or MasterCard payment over the phone or in person is acceptable.

Payment plans are no longer available for your Utility Bill at the Borough.

July 18th – shut-off notices mailed out – 15 days to pay or water is shut off

**DO NOT PAY ON LINE OR MAIL IN A CHECK
AS PAYMENTS WILL NOT BE ON TIME**

A VISA or MasterCard payment over the phone or in person is acceptable.

**August 5th – sent to 3rd party collections - all payments must be made through
Portnoff Law Associates – 1-866-211-9466**

Example dates are approximate. If the date lands on a weekend or holiday, the following business day is the due date.