

Swatara Township Authority

ADMINISTRATIVE OFFICE

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Administrative Office
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WATER POLLUTION CONTROL PLANT

8675 PAXTON STREET
HUMMELSTOWN, PA 17036-8601

Operations & Maintenance
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Second-Quarter Billings and Late Fees

July 21, 2022

Dear Customers:

This letter serves as the **notice** to all customers that there was a printing error for the Swatara Township Authority's second-quarter billings. In the box on the bill listing the late fee amount due, no late fee was calculated or was incorrectly calculated. As per the Authority's *Rates, Rules, and Regulations*, customers know that a 5% late fee is placed on accounts that are not paid by the due date. In the case of the second-quarter billings for 2022, the due date was July 20, 2022. If a customer's bill is with the Authority's collection agency, then a 31.25% fee is added to the current balance due.

After July 20th in the office, and after honoring July 20th postmarks on mail, the Authority will issue a 5% late fee per the *Rates, Rules, and Regulations* to all unpaid accounts (a 31.25% fee to collections accounts). By early August, a re-billing will be sent to all accounts that are unpaid as of July 26, 2022. The due date for those bills, including the late fees, will be August 20, 2022.

Please keep in mind the following:

- If customers pay their bill after the due date and prior to receiving the re-billing for the second-quarter bills, and the late fee is not included, then customers can either remit the late fee at that time to the Authority OR pay it on the third-quarter billing (the late fee will appear on that billing, if it remains unpaid at the time of printing).
- Customers can wait to pay the second-quarter billing until after receiving the re-billing in the mail.
- A reminder that any accounts that remain unpaid, and become two quarters behind, are then sent on to the collections agency utilized by the Authority.
- If customers have questions regarding the second-quarter billings, please contact Gerry Miller, the Business Manager, at (717) 564-1650 or GMiller@swataratwpauthority-pa.gov.

Online Update: The Authority appreciates the cooperation of all customers in providing contact information over the past year. The Authority plans to have its own website and the ability to accept online payments by the first quarter of 2023.

Thank you for your cooperation with this matter.

Respectfully,
Swatara Township Authority