

PETERS CREEK SANITARY AUTHORITY

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CUSTOMER NOTIFICATION

In a continuing effort to provide the highest quality of service to our customers, Peters Creek Sanitary Authority (PCSA) has prepared the following fact sheet. It contains information regarding the important responsibilities of both PCSA and its customers. These items will assist PCSA in providing a more accurate sanitary sewer billing. Please take the time required to review the information and retain in your files for future reference.

Current Customer Type and Rate Structure:

Public water users: 0 – 2,000 gallons used = minimum service period charge of \$20.00 per unit
Additional usage billed at \$8.25/thousand gallons
Debt service monthly charge of \$15.00 per unit

Private metered: 0 – 2,000 gallons used = minimum service period charge of \$20.00 per unit
Additional usage billed at \$8.25/thousand gallons
Debt service monthly charge of \$15.00 per unit

(Private metered customers are those who do not have a public water source but would like to be billed on actual water consumption. The customer must purchase and install, at their expense, an approved sealed meter. PCSA must be notified when installed. Monthly meter readings must be provided to PCSA by the customer by the 25th of each month. Failure to provide the readings will revert the account to the flat rate for that billing period. The meter reading will be periodically verified by PCSA personnel.)

Flat rate: \$37.50 per service period per unit
Debt service monthly charge of \$15.00 per unit

Customer Account Establishment Fee:

New customer accounts will be charged a \$25.00 establishment fee. This includes any account that is being established for the first time and accounts that are created to establish a new land owner, resident or tenant. This fee will be added to your first PCSA invoice and is required to be paid by the invoice due date.

Penalty and Interest:

Any “current charges” and/or “adjustments” from the previous month’s invoice which remain unpaid on the due date are subject to a one-time penalty of 5%.

Any balance remaining on the account 60 days after the invoice date is subject to a monthly interest charge of 1%.

Payment Methods:

PCSA currently offers five methods of bill payment:

1. Pay by mail to Peters Creek Sanitary Authority (PCSA) at the above address
2. Pay at the Peters Creek Sanitary Authority Office (in person or drop box)
3. CHECK-LESS Program - automatic bill payment – (application included in the new customer packet of information and available at the PCSA office)
4. Debit or Credit Card Payments on-line – visit: <https://www.diversifiedbillpay.com/v1/peterscreek> (\$3 flat fee will apply) select Municipality, Peters Creek Sanitary Authority
Or, you can register for free just to view your billing history, payment history, & receipts
5. Online Bill Pay through your personal bank (offered by most major banks)

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DEDUCT METER & POOL METER RENTAL POLICY - PLEASE READ!

Customers are permitted to purchase and install, at their expense, sealed meters to measure water flow that does not enter the PCSA sewer system. Examples: watering lawns/gardens, filling pools, washing cars. All meters must be inspected and approved for use. **All customers must enroll in the Deduct Meter Program in order to be considered for outside usage credits. (see following details)**

New Deduct Meter Owners: New deduct meter owners must register their meters by application and payment of a \$75.00 establishment fee to PCSA. This fee includes the initial meter verification and reading and the first annual meter reading to be done in the Fall of the following year. The annual reading required will be a \$25.00 fee added to your account. Annual readings will be done in the Fall of each year or other time the Authority deems appropriate. These readings and verifications will be scheduled by appointment, after application and payment have been received by PCSA and will be performed by PCSA personnel or an authorized representative of the Authority.

Current Deduct Meter Owners: Current deduct meter owners will be charged a \$25.00 PCSA annual fee automatically added to your account. This fee includes the annual meter verification, reading and account processing.

To be considered for outside usage credits all new customers must register their meters by completing a Private Deduct Meter Application and submitting the required fees to PCSA. No deduct meter credits will be given until the deduct meter has been registered, the appropriate fees have been paid and the meter has been verified and read by PCSA personnel or an authorized representative of the Authority. Applications are available in the new customer packet of information and at the PCSA office.

PCSA reserves the right to not issue outside usage credits when a discrepancy exists in the deduct meter, the verified annual reading or otherwise.

Pool Meter Rental:

PCSA has several portable pool meters available for a maximum five-day rental to our customers. These are available on a first come-first serve basis and are used mostly for filling your pool. There is a \$15.00 non-refundable calendar year fee. The \$50.00 deposit will be refunded if the meter is returned in acceptable / working condition and by the return due date. A Pool Meter Rental Application for the outside usage credit must be completed by the customer at the time the meter is rented.

Outside usage credits will only be considered for credit when measured by an approved deduct/pool meter that has been verified by PCSA personnel or an authorized Authority representative.

Water Leaks:

PCSA may issue a credit against the sewage service charge should a property that has metered water service experience a water leak in which the water does not enter the sewer system. PCSA must be notified of the leak in a timely manner and it must be verified by Authority personnel to PCSA's satisfaction. Repair bills and related information must be submitted to PCSA. No credit will be given which would cause the monthly charge to go below the minimum charge per unit. *PCSA reserves the right to not issue credit from a water leak.*

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Landlords:

Landlords are ultimately responsible for the payment of sewage service accounts on rental properties. PCSA implements a very effective notification process regarding delinquent accounts. It relies on the cooperation and accurate information supplied by landlords. Accounts that are in the landlord's name require the landlord to supply PCSA with an accurate listing of the units and the tenants occupying each unit. Any changes to occupancy are to be reported to PCSA in a timely manner. It is the owner's responsibility to notify PCSA when a property is vacant.

Inflow/Infiltration:

PCSA's effort to maintain reasonable service rates requires vigilant efforts to eliminate foreign water from its system. Periodic testing of properties helps to identify sources of prohibited input. Downspouts, french drains, sump pumps, stairwell or driveway drains and uncapped (or broken caps) on lateral clean-outs, etc. contribute to illegal flow. Property owners are required to remove all sources of foreign water from the sewage system and prevent illegal connections. This cooperation can avoid additional fees and/or penalties imposed by PCSA upon discovery of any violations.

Manholes On Your Property:

Manholes located on your property are required to be available for inspection and/or repair at all times.

Please do not cover the manholes with dirt, grass, landscaping material or plantings. The ground surrounding the manhole should not be changed in such a way as to create a "pooling" effect on the manhole. Proper treatment of the manhole will avoid fees and/or penalties imposed by PCSA upon discovery of a violation.

Sale of Your Property:

The participating municipalities of PCSA require that a dye test be performed prior to the sale of the property. *Local municipality ordinances mandate that application for the scheduling of the dye test must be made at least twenty-one (21) days before the date of the closing of the sale.* The dye test is performed by PCSA personnel and payment of the fee is required at the time of the request. Any violations discovered must be corrected prior to closing. A recheck must be performed after repair and an additional fee is prepaid. Dye test certifications are valid for 12 months after the date of the test. Please submit your request as specified above to allow sufficient time for PCSA to perform the test and for you to complete any necessary repairs. Forms are available at the PCSA office.

Please contact the Authority office at 724-348-6860 if you have any questions regarding the above information. The PCSA staff remains available for your assistance.