

Borough of Chambersburg
Customer Portal
Frequently Asked Questions (FAQs)

Q: Are customers required to use the Customer Portal?

A: No, in most customer interactions, use of the Customer Portal is not necessary. However, you may find that signing up for a Customer Portal account allows you more information and an easier way to pay your Borough of Chambersburg utility bill. Furthermore, if you currently use the PETE Program, the Borough will begin phasing out that program with the opening of the Online Customer Portal. Finally, paying your utility with the Customer Portal couldn't be easier.

Q: Can I view my utility use and payment history on the Customer Portal?

A: You will be able to access billing, payment and usage history for as long as the property has been in your name. Available billing history in the Portal starts with the January 2024 billing. Once you have vacated the property and the Borough has ceased providing utilities to you at that location and the account has been fully adjudicated (paid-off), the account will change to "view-only" access.

Q: I am a landlord and / or an owner of multiple properties; can I view all my real estate property accounts on the Customer Portal?

A: Landlords can view multiple associated utility accounts with one Customer Portal account as long as all the landlord accounts are the same for each of your properties. If you are a landlord and do not see all your properties listed, please call 717-264-5151 to be assisted by a Customer Service Representative.

Q: I have more than one account, but I'm not a landlord; can I view all my accounts on the Customer Portal?

A: Residents with more than one utility account will need to create a unique login to see each property.

Q: I am a PETE customer; do I need to do anything?

A: For those on the PETE Program, the Borough will begin phasing out that program with the opening of the Online Customer Portal. Therefore, please create a Customer Portal account and set up Auto-Pay in preparation for this discontinuation. The Borough will be sending a separate reminder to move your payments to the new Customer Portal to continue automatic payments. You will be notified at least one (1) month before the PETE program is phased out.

Q: I need help setting up a Customer Portal account online, what should I do?

A: Please view the 'How-To' videos on our website. We are certain that you will find them helpful. <https://www.chambersburgpa.gov/resident/portal.html>

Q: I have questions about my utility bill; who should I call?

A: You can call the Borough at 717-264-5151 to be assisted by a Customer Service Representative.

Q: I have questions about my Customer Portal Account; who should I contact?

A: You can call the Borough at 717-264-5151 to be assisted by Customer Service.

Q: Should the Borough need to contact me about my Customer Portal Account, what should I expect that contact to look like?

A. If Borough Customer Service staff need to contact you for any reason about enhancements and changes to the Customer Portal, until further notice, you will continue to receive a mailer (referred to as a Utility Billing Flyer or UBF) included with your utility bill, to communicate that information. If Borough Customer Service staff need to contact you about your Customer Portal Account specifically, you can expect to receive an email or phone call. If you are ever in doubt of whether the person contacting you is a Borough staff member, please call the Borough's customer service line to confirm whether the contact is legitimate. The Customer Service phone number is: 717-264-5151.

Q: I want to make changes to my utility customer account with the Borough of Chambersburg; what should I do?

A: System turn-ons, moving in/out, system disconnects/reconnections, and change of names, etc., should be done in-person at the Customer Service lobby at 100 S. Second Street, off the rear parking lot, during regular business hours.

These types of transactions cannot yet be done through the portal.

Q: Will I be charged a fee to use the Customer Portal?

A: The Borough Customer Portal is a free resource for Utility Customers, therefore there is no fee to set up an account. However, our payment processing company charges a fee for each payment transaction, but the Borough does not keep any of these fees. While some retailers and utilities choose to absorb the fees charged by their software/apps, it is the position of the Borough of Chambersburg that to absorb these fees would be unfair to customers who choose not to use the online Customer Portal for payments.

Q: What are the fees for Customer Portal payment transactions?

A: Please note, our payment processing company sets the transaction fees and transaction limits for each-type of payment, noted below, and none of these fees are shared with the Borough of Chambersburg.

- **Auto-Pay Fees:**
 - Debit/Credit Cards (VISA, MasterCard, Discover, American Express), Apple Pay, Google Pay, Venmo, PayPal
 - Residential: flat \$4.95 fee with a maximum payment of up to \$600.00 per transaction
 - Commercial: flat \$9.90 fee with a maximum payment of up to \$1,200.00 per transaction
 - ACH/e-check
 - Residential/Commercial: flat \$1.00 fee with a maximum payment of up to \$25,000.00 per transaction
 - If you set up your utility account to pay automatically from your bank account, called Auto-Pay (ACH/e-check), this is the lowest fee possible:

Auto-Pay (ACH/e-check) for either a Residential or a Commercial utility account is only a flat \$1.00 fee per transaction, with a maximum payment of up to \$25,000.00 per transaction.

Therefore, the Borough encourages customers to use the Auto-Pay (ACH/e-check) feature in order to pay the lowest possible fee per payment transaction. This feature will replace the PETE program.

- **One-Time Payment Fees** (regardless of payment method)
 - Residential: flat \$4.95 fee with a maximum payment of up to \$600.00 per transaction
 - Commercial: flat \$9.90 fee with a maximum payment of up to \$1,200.00 per transaction

Q: What happens if my bill exceeds the maximum transaction limit?

- **Auto-Pay Fees:** Bills exceeding the maximum per transaction limit will automatically be paid in multiple transactions with the associated fees. For example:
 - A Residential/Commercial bill of \$30,000 paid via ACH/e-check will be paid in two transactions, one at the maximum of \$25,000, the second for the remaining \$5,000. Two fees will be assessed at \$1.00 each, one for each of the two transactions, for a total fee of \$2.00

	Amount	Fee	Total Paid
Transaction 1	\$25,000.00	\$1.00	\$25,001.00
Transaction 2	\$ 5,000.00	\$1.00	\$ 5,001.00
Total	\$30,000.00	\$2.00	\$30,002.00

- A Residential bill of \$800 paid with a credit card will be paid in two transactions: one at the maximum of \$600, the second for the remaining \$200. Two fees will be assessed at \$4.95 each, one for each of the two transactions, for a total fee of \$9.90

	Amount	Fee	Total Paid
Transaction 1	\$600.00	\$4.95	\$604.95
Transaction 2	\$200.00	\$4.95	\$204.95
Total	\$800.00	\$9.90	\$809.90

- A Commercial bill of \$2,500 paid with Venmo will be paid in three transactions: two at the maximum of \$1,200, the third for the remaining \$100. Three fees will be assessed at \$9.90 each, one for each of the three transactions, for a total fee of \$29.70

	Amount	Fee	Total Paid
Transaction 1	\$1,200.00	\$ 9.90	\$1,209.90
Transaction 2	\$1,200.00	\$ 9.90	\$1,209.90
Transaction 3	\$ 100.00	\$ 9.90	\$ 109.90
Total	\$2,500.00	\$29.70	\$2,529.70

- **One-Time Payment Fees:** Bills exceeding the maximum per transaction limit will need to be manually paid in multiple transactions and a fee will be applied for each transaction

Q: I pay my utility bill in cash and / or in person / or at the drive-up window. Can I still have a Customer Portal account?

A: Cash or in-person paying customers may still create a portal account to access all portal features, but not use the ability to pay online.

Q: When I make a payment through the Customer Portal, what day will it reflect on my account?

A: A Customer Portal transaction initiated prior to 5:00 p.m. (prevailing time) on a business day is posted to your account as paid on the same day. A transaction completed after 5:00 p.m. (prevailing time), or on a non-business day or holiday, will be posted as paid on the following business day, as soon as the accounts are updated by the system. All payments should be reflected on your portal account immediately after payment is made through the portal.

Q: I pay my utility bill via Official Payments. Can I still have a Customer Portal account?

A: Yes, you may have an account, but please be advised that we will be phasing out Official Payments for utility payments.