



Borough of Chambersburg

A full service municipality in Franklin County celebrating over 65 years of consumer owned natural gas service over 120 years of community electric and a regional wastewater, water, storm sewer and municipal solid waste utility

FOR IMMEDIATE RELEASE

CHAMBERSBURG REMINDS UTILITY CUSTOMERS OF OPTION, PAY YOUR MONTHLY BILL BY DIRECT WITHDRAWAL FROM YOUR BANK

Chambersburg – Recently, customers have been experiencing trouble with the regular delivery of U.S. Mail from the United States Postal Service (USPS). In correspondence to the local Postmaster, Council President Alice Elia explained the problem these USPS delays cause the Borough of Chambersburg:

“Pennsylvania State Law requires that we send a paper invoice to each customer. It also requires a very precise timetable on remittance of invoices. Any delay in the delivery of utility bills causes consequential issues for homes, businesses, and the local government. We cannot amend our rules, waive fees, or hold off on disconnections; the law guides all of these billing attributes.

Therefore, the efficient and timely delivery of U.S. postage is imperative to the workings of our local government. Any delays have widespread and catastrophic impacts throughout the community.

We recognize the impact of the COVID-19 pandemic on your operations, but we urge you to take whatever actions, emergency or otherwise, are necessary to insure the on-time delivery of the mail.

Our organization will always support the USPS and its employees. Our partnership is key to the success of our local government. Please do not hesitate to reach out to me if there is anything that we can do to address the chronic delays in mail delivery we are witnessing in our town.

Sincerely, Alice Elia, President, Chambersburg Town Council”

As an alternative, Town Council would like to let customers know of the longstanding Borough of Chambersburg PETE program. PETE stands for *Payments Easily Transferred Electronically*. Any checking or savings account at any bank or credit union can be used, and there is no fee for this service.

The utility customer will still receive a copy of their utility bill. The date that the payment will be withdrawn from the customer’s bank account will be printed on the utility bill; this date will not be sooner than four (4) days before the due date of the utility bill.

A PETE application is available at Customer Service in the City Hall lobby, at the drive-thru window, or on the Borough website. To sign up, the customer should return the application along with a voided check, or a letter from their bank with the routing number/account number of the account they wish to use.

The completed application can be mailed/dropped off with their next payment, sent on its own, or emailed to jrutan@chambersburgpa.gov. The customer will receive a utility bill verifying their enrollment when the process is complete. This will happen prior to the first automatic withdrawal.

If customers have questions, they can call the main switchboard at (717) 264-5151, or stop by City Hall, during regular business hours.

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About The Borough of Chambersburg

Chambersburg is a unique community. Chambersburg supplies more services than any other municipality in the Commonwealth of Pennsylvania. In addition to typical town functions (police, fire, parks, etc.), Chambersburg is Pennsylvania’s only municipality supplying electric and gas to residents and businesses. Chambersburg is one of thirty-five boroughs (out of 958) to operate a non-profit electric utility. Chambersburg is the largest municipal electric utility in the State, twice as large as the second largest, Ephrata, Lancaster County; and, the only one to operate multiple generation stations. Chambersburg is one of two municipalities in Pennsylvania to operate a natural gas utility. The other is Philadelphia, which does not operate an electric utility. Nationally, Chambersburg is one of about two thousand communities to have its own electric system and one of about eight-hundred communities to have a natural gas system, but one of only about fifty to operate both. Chambersburg manages a regional water system, a regional sanitary sewer system (not through an independent board or authority), and a new storm sewer utility (one of the first storm sewer utilities to form under the new Federal mandate to regulate stormwater). Chambersburg currently has 20,832 residents (2019).