Please use this section to record any changes to your account information:

Name

Address

City, State, ZIP

Home Phone

Cell Phone

E-mail Address

eBILL STATEMENT Authorization Agreement Signature_____ Date Authorized _____

Primary email address (Please Print)

I hereby authorize the City of Titusville to electronically send my City Service bills to the email address listed above. I understand that the City cannot be held responsible if I do not receive my eBill. I also understand that it is my responsibility to ensure my City Services bill is paid each month even in the event a notification e-mail is not successfully delivered to me (e.g. spam blockers).

Customer Corner

City Service

WHEN AND WHERE TO PAY

Bills are due and payable the 15th of each month. Options for payments made payable to the City of Titusville are available for your convenience:

Auto Pay / Direct Payment: Sign up for Auto Pay using the form listed above. Your bill balance will be auto debited from your bank account on the due date each month. You can also sign up for eBill.

Credit Card: MasterCard, VISA or Discover Only: In person or by mail, (FEE'S APPLY)

U.S. Mail: Send the bottom portion of the bill with check or money order to 107 N Franklin St, Titusville PA 16354. (Do not mail cash) *Returned checks will incur an NSF charge.*

Pay in Person: at the Treasurer's Office Mon – Fri, 8am – 4pm (except City holidays). A night deposit box is also along the right side of City Hall for payments made after hours

How to Contact Us

For questions about your bill please Call: (814) 827-5300 ext 315

Hours: Monday-Friday 8 a.m. - 4 p.m., 24-hour payment drop box
After hours emergencies call: 9-1-1
Fax: (814) 827-4359

Refuse/Recycling Misses/Questions call:
Advanced Disposal 1-800-749-4167

MULTI-UNIT DWELLINGS

If you are currently being billed for multiple refuse factors, units, and/or the City has record of multiple families living in a dwelling that you own, you will be billed whether or not the water service is on at the curb. Your bill will note a "Qty" or number of units for which you are being charged.

AUTO PAY

AutoPay is an electronic system that quickly and automatically pays your City Services bills for you. **How much time does it take to pay your bills with AutoPay?** When you sign up for AutoPay, your water bill will automatically be paid on or after the due date of each billing period from your checking or savings account. Your water bill will arrive well before the payment is due. That way, you know exactly how much will be deducted from your account. **How much does it cost to pay your bills with AutoPay?** AutoPay is absolutely FREE! There are no fees, no per transaction charges, and you'll save money on postage too! **How much trouble is it to change an Account number or cancel AutoPay?** With AutoPay, you are always in charge. You may cancel or change an account number for AutoPay at any time, if you have any problems. Please call Customer Service at (814) 827-5300 ext 315. **What are you waiting for? Sign up for AutoPay today!** Just sign your payment stub and return it with this months payment. You will continue to receive a regular City Services statement with a notation that AutoPay is in effect.

eBILL

It's paperless and Green – you'll have fewer bills clutter your mailbox. (You can easily print a copy of your bill if you need one for your records. Using less paper is better for the environment. **It's convenient** – you'll receive an e-mail with your bill attached. You can choose from one of our convenient payment options to pay your bill, or use an online bill payment service such as the one your bank may offer. **It's free!** – there is no charge for this service and you can cancel at any time. Upon successful registration, you will receive an e-mail confirmation. You will continue to receive paper bills until your registration is confirmed. **Note:** It is your responsibility to ensure your City Services bill is paid each month even in the event your notification e-mail is not successfully delivered to you (e.g. spam blockers). **How to cancel eBill** - Email your cancellation request to cityservices@cityoftitusvillepa.gov upon successful cancellation of the eBill program, you will receive an e-mail confirming your removal from the program. You will begin receiving paper bills through the U.S. Mail starting with your next meter reading. **How to change an email address** - Email your change request to cityservices@cityoftitusvillepa.gov you will receive an e-mail confirming the change.

VACANT DWELLINGS

If you currently own a dwelling that is vacant for any reason; part-time resident, no tenants, vacation, for sale, etc. regardless of whether or not the water service is on at the curb, you will be charged the $6.00 water readiness to serve charge (RTS).

Once a dwelling becomes vacant, regardless of whether or not the water service is on at the curb, billing for City Services will automatically change back into the owner's name. Bills will remain in the owner's name until the City receives a paid Security Deposit Application for service from a new tenant. The RTS charge will continue to be billed even if the water is off at the curb.