

Borough of Penbrook Stormwater Authority Annual Stormwater Fee Frequently Asked Questions (FAQS)

Q: Are Borough of Penbrook property owners still required to pay stormwater fees?

A: Yes, the Borough of Penbrook Stormwater Authority (Authority) imposes an annual fee on all Penbrook properties.

Q: When is the stormwater fee due?

A: The Authority stormwater fee year runs from July to June and is due annually. For example, the 2023 fee year bill was mailed around July 15, 2023 and will be due in full no later than June 30, 2024.

Q: Where does the annual stormwater fee bill come from?

A: The Authority has engaged the Keystone Collections Group to send and collect the annual current stormwater fee bills.

Q: Can I get a discount on the annual stormwater fee?

A: The annual bills can be paid in full immediately for a discounted amount, paid later at face value or at a penalty value dependent on the dates listed on the bill.

Q: Do I need to pay the entire annual stormwater fee in one payment?

A: The bills also include payment coupons to allow for multiple payments if a onetime payment is not possible.

Q: What if I don't remember if I paid the current annual fee?

A: Keystone Collections Group sends reminder statements near the end of the annual fee year as a reminder for any unpaid amount of the fee for your property and the June 30th due date. If you have questions regarding the payment status of the current year stormwater fee year, you can contact Keystone Collections Group by calling 724- 978- 0300.

Q: What happens if I don't pay the annual stormwater fee by June 30th?

A: When an account is not paid in full by the due date, the account becomes delinquent and is sent to the Authority's Solicitor for collection.

Q: What happens if I pay the annual stormwater fee to Keystone Collections Group after June 30th?

A: Payments made to Keystone Collections Group after the due date for a prior fee year will either be not accepted and returned, or credited to your then current fee year.

Q: How do I pay the annual stormwater fee after June 30th?

A: Payment on accounts that have become delinquent must be made directly to the Authority. Payment to the Authority on delinquent accounts are only accepted at the Borough office, despite the account being sent to the Authority's Solicitor for collection. Further payment instructions will be included in the collection letter and must be

followed. PLEASE NOTE, there may be a period of time, two (2) weeks or longer, between July 1st and when the list of delinquent accounts for the prior fee year is received. For this reason you will not be able to make a payment directly to the Authority during this time.

Q: What happens if I never got my annual stormwater fee bill?

A: Non-receipt of the annual bill does not excuse the payment of the stormwater fee. If you have questions regarding the non-receipt of the annual stormwater fee bill, you should contact Keystone Collections Group by calling 724-978-0300.

Have more questions about the annual stormwater fee or the delinquent fee collection process?

Review the **Borough of Penbrook Stormwater Authority Annual Stormwater Fee Reminder**, **Borough of Penbrook Stormwater Authority Delinquent Stormwater Fee Collection Update** or **Borough of Penbrook Stormwater Authority Delinquent Stormwater Fee Collection FAQs** for more information.

Borough of Penbrook Stormwater Authority Delinquent Stormwater Fee Collection Frequently Asked Questions (FAQS)

Q: Who handles Borough of Penbrook Stormwater Authority (Authority) delinquent stormwater fee collections?

A: The CGA Law Firm, Attorney Beth Kern, was appointed as Solicitor for the Authority in 2022, and since then has been authorized and directed by the Authority to collect all outstanding delinquent fees.

Q: What if I was contacted by another law firm about my delinquent stormwater fee account?

A: Prior to the CGA Law Firm serving as Solicitor, another law firm, Wendaur Law and Attorney Mark Wendaur was the Solicitor for the Authority and was collecting on prior delinquent accounts. The unpaid delinquent stormwater fees for years when Wendaur Law was the Solicitor have also been turned over to the CGA Law Firm.

Q: It is 2023, why am I or have I just gotten a letter about a 2019 or 2020 delinquent stormwater fee collection?

A: Collection efforts on delinquent fees were paused by the Authority Board in 2020 because of the COVID-19 pandemic and the financial uncertainties it created. Thereafter there was the transition of the solicitor for the Authority. These two events resulted in a delay for 2019 and 2020 fee year delinquency collections.

Q: Why did I get a certified letter in the mail about my delinquent stormwater fee?

A: The Municipal Claims and Tax Liens Law has certain requirements when collecting on delinquent fee accounts, including a certified mail collection letter that must be sent to all current record property owners.

Q: Who does the collection letter come from?

A: The CGA Law Firm. This certified mail collection letter will most likely be the first contact informing you of a delinquent fee year for your property. If your property is delinquent for more than one fee year, you can and will likely receive multiple collection letters, one for each delinquent fee year.

Q: What if a prior property owner did not pay an annual stormwater fee on the property I now own?

A: An unpaid stormwater fee goes along with the property, not a particular property owner. If you receive a collection letter for delinquent stormwater fees prior to your ownership you are still responsible to pay the delinquent fee.

Q: Why does the collection letter I received include legal fees and costs?

A: The Municipal Claims and Tax Liens Law provides the Authority with the ability to set legal fees for the collection of delinquent fee accounts. The Board has chosen to exercise that right and has adopted a fee resolution which requires that delinquent fee property owners are responsible to pay for the legal fees incurred during the collection process.

Q: Where can I read a copy of the fee resolution?

A: A copy of the current fee resolution can be found on the Authority documents page of the Borough of Penbrook website, www.penbrook.org.

Q: What if I don't want to pay the legal fees and costs?

A: Any issue with the delinquent fee collection process or the decision to make the legal fees the responsibility of the delinquent property owner will need to be addressed directly with the Authority Board.

Q: How can I contact the Authority Board?

A: You can attend a regularly scheduled monthly public meeting of the Authority Board, which take place at 6:30 pm on the third Wednesday of every month at the Penbrook community building.

Q: What if I ignore the fee reminder notice from Keystone Collections Group or the collection letter from the Solicitor?

A: Failure to take action or make payment upon receipt of a reminder notice or collection letter regarding your property can have serious consequences including, but not limited to, the imposition of additional legal fees, a municipal lien being placed on your property, reporting to your mortgage holder or instituting the sale of your property by the Dauphin County Sheriff.

Q: How do I find out if any delinquent stormwater fees are owed on my property?

A: If you have questions regarding the payment status of any prior stormwater fee year(s) for your property, you may contact the Authority via email at authority@penbrook.org or by calling the Borough Office at 717-232-3733.

Have more questions about the annual stormwater fee or the delinquent fee collection process?

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The Authority Board invites and encourages all Borough of Penbrook property owners and residents, regardless of if you have questions or concerns about the annual stormwater fee or delinquent fee collection process, to attend the monthly Authority Board meetings.