

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

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

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

Q: Why is the Borough changing the Stormwater Fee Rate Schedule?

Previously, stormwater fees were based only on property size, but size alone doesn't tell the full story. A large property with grass and open space may produce less runoff while a smaller property with pavement and buildings may produce much more runoff. Charging based on impervious areas is more equitable because it reflects how much stormwater a property actually generates.

Q: What is Impervious Area (IA)?

Impervious areas are surfaces that rainwater cannot soak into. Instead, water runs off into streets and storm drains.

Examples include:

- Roofs
- Driveways
- Parking lots
- Sidewalks
- Roads

The more impervious surface a property has, the more stormwater it creates.

Q: What is an Equivalent Residential Unit (ERU)?

An ERU (Equivalent Residential Unit) is a standard measurement used to calculate stormwater fees. The Authority's engineer has calculated that 1 ERU = 2,500 square feet of impervious area. This amount represents a typical single-family home in the Borough. Most single-family homes are billed for one ERU, but because impervious areas vary, a tiered rate is used for residential properties.

Q: How was the fee for my property determined?

A: The Authority's engineer used GIS aerial data available from Dauphin County to determine the amount of impervious area on each parcel. For Single-Family Residential properties, stormwater fees are based on a tiered rate schedule based on the amount of impervious area calculated for each property. Monthly fees are set at \$12.5 per ERU, which is equivalent to an annual fee of \$150 per ERU. For example, a property assessed at 0.5 ERU would pay \$75 annually; a property assessed at 2 ERU would pay \$300 annually.

Impervious Area (square feet)	Tiered ERUs
0 - 1,250	0.5
1,251 – 3,750	1.0
3,751 – 6,250	2.0
6,251 – 12,250	3.0

Q: When is the stormwater fee due?

A: Beginning in 2027, the Authority stormwater fee year will run from January to December and is due annually. For example, the 2027 fee year bill will be mailed around January 15, 2027, and will be due in full no later than December 31, 2027.

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. Bills will be received via mail in January.

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 include an option for payment coupons to allow for multiple payments if a one-time 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 December 31 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 December 31st?

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 December 31st?

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

Q: How do I pay the annual stormwater fee after December 31st?

A: Payment on accounts that have become delinquent must be made directly to the Authority. Payment to the Authority on delinquent accounts is 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 (two [2] weeks or longer) between January 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.

Q: What if I believe the Impervious Area (IA) and/or Equivalent Residential Unit (ERU) calculation for my property is inaccurate and would like to appeal?

A: If you believe your impervious area was calculated incorrectly, then you can complete a Stormwater Fee Appeal Form and submit that to the Borough.

Q: What if I am not the owner of the property I received a fee for and would like to appeal?

A: If you received a bill for a property you do not own, then you can complete a Stormwater Fee Appeal Form and submit that to the Borough

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

For more information, please review:

- [Borough of Penbrook Stormwater Authority Stormwater Fee Billing Transition Letter](#)
- [Borough of Penbrook Stormwater Authority Delinquent Stormwater Fee Collection FAQs](#)

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.