



Subject: Save up to \$5.00 on Your Next Bill with AutoPay and e-Billing!

Dear Valued Customer,

Telford Regional Authority is pleased to offer convenient payment options through our secure online customer portal. We encourage all customers to enroll in **AutoPay** and **e-Billing** to make managing your water and sewer account easier than ever—and save money on every bill!

Maximize Your Savings: AutoPay & e-Billing

Customers who enroll in both programs save **\$5.00** on every bill while enjoying the convenience of automatic, paperless management.

AutoPay (Save \$3.00 per bill)

- **Discount Eligibility:** You must enroll via the online portal using a **bank account** (checking or savings).
- **Timing:** Payments are processed automatically one week before the due date (e.g., a bill due on June 8 will process on June 1). Please ensure sufficient funds are available.
- **Convenience:** Never miss a deadline, avoid late fees, and eliminate the hassle of mailing checks.

e-Billing (Save \$2.00 per bill)

- **Speed & Access:** Receive bills instantly via email and access your billing history anytime.
- **Sustainability:** Reduce paper waste and eliminate concerns about delayed or misplaced mail.

Note: Discounts remain active as long as you stay enrolled. If you are already enrolled in AutoPay or e-Billing through our online portal, your discounts will automatically apply starting with the November 1, 2026 bill—no re-enrollment needed!

Payment Processing & Eligibility Details

To qualify for the AutoPay discount and keep processing costs low, we highly recommend linking a bank account.

- **Bank Account (ACH / e-Check):** \$1.50 processing fee per transaction. *(Eligible for the \$3.00 AutoPay discount)*
- **Credit / Debit Card:** 3% processing fee per transaction. *(Not eligible for the AutoPay discount)*

Ineligible Payment Methods: The AutoPay discount applies *only* to portal enrollments using a bank account. The discount does not apply to:

- Credit or debit card AutoPay setups
- Bank Bill Pay or automatic check-mailing services
- Recurring payments set up directly through your financial institution
- Manually scheduled payments through the portal

Important Account Notices

- **Rejected Payments:** Any rejected payment—whether due to an incorrect account/routing number, insufficient funds, or other causes—will incur a **\$60.00 returned payment fee**. Please double-check your information before authorizing a transaction.
- **Alternative Payment Options:** Enrollment in these programs is completely optional. You may continue to pay via credit/debit card, mail a check, drop off a payment at the Borough Office during standard hours, or use your bank's bill-pay service. (Only customers enrolled in portal AutoPay via a bank account are eligible for discounts).

Getting Started is Easy

To enroll, visit our online payment portal at: <https://telford.authoritypay.com>

Once enrolled, you can manage your payment preferences, view account history, and receive important account notifications electronically. By enrolling today, you can enjoy a more convenient, secure, and efficient way to manage your account while taking advantage of valuable savings.

Sincerely,
Telford Regional Authority