

HAMPTON SHALER WATER AUTHORITY

HSWA RECOGNIZED WITH INTERNATIONAL SAG AWARD



The Special Achievement in GIS (SAG) was presented to HSWA for GIS (Geographic Information Systems) used to improve operational efficiency.

The GIS efforts have been spearheaded by Distribution Manager Jacob Casile and supported by Senior management and Jacob's Team.

HSWA has been working diligently to use technology to make operations more cost effective, improve inventory control, locate pumps, valves and tanks with GPS (Global Position Systems), track service line materials and tracking water loss (to find leaks faster and make the repairs effectively).

The results have included reduced costs and improved efficiency and a computerized "picture" of the entire HSWA system. The award from the industry is tangible recognition of better service for our customers.

Fall 2025

“WATER BILL?”

So what am I paying for on the “water” bill? It’s probably not what you think....

The water bill really isn’t the water bill. It is the water, sewer, and sometimes trash bill, depending on which community the property is located. The service providers are different based on who provides both the sewer collection and sewerage processing. Each sewer provider determines the fees and charges for the service not Hampton Shaler Water Authority (HSWA). For example, Hampton Township charges properties for sewer usage, debt service, and a stand-by fee and treats the sewerage in their new plant. Shaler Township properties receive charges for sewer usage, and ALCOSAN(the treatment facility). Properties in Etna and Sharpsburg Boroughs are billed monthly and in addition to various sewer charges are charged for trash/recycling. HSWA simply is the billing and collection agent for the majority of the charges. Here are some examples from the various community charges based on a usage of 4 thousand gallons per month:

	Total	Water	Sewer	ALCOSAN	Trash
Hampton	\$206.20	\$68.40 (33%)	\$137.80	na	na
Shaler-Shaler	\$234.96	\$68.40 (29%)	\$54.50	\$112.06	na
Shaler-Girty's	\$209.46	\$68.40 (33%)	\$29.00	\$112.06	na
Etna *	\$155.99	\$36.20 (23%)	\$85.96	**	\$33.83
Sharpsburg *	\$158.88	\$36.20 (23%)	\$30.90	\$56.03	\$35.75

*monthly bill

**included in sewer fee

As you can see, water is less than a third of the total bill (the only part HSWA keeps).

All bills are due approximately 20 days after receipt. Failure to receive the bill, does not relinquish responsibility for payment, nor waive customer of paying penalty. Unfortunately, sometimes customers do not pay by the due date. If this occurs, penalties and interest are assessed to the account. If customers do not pay the entire bill, HSWA is required to prorate the payment against all the various charges. Most customers receive the water and sewer bills bi-monthly. The Boroughs of Etna and Sharpsburg receive bills monthly, which include trash.

FINANCIAL HARDSHIPS

In certain circumstances, HSWA is willing to work with customers to mitigate late fees and penalties for one occurrence. In order to discuss your circumstances and potentially set up a payment plan, HSWA must be contacted within 7 calendar days of receipt of the bill. Any payment plan must be approved prior to the regular due date. HSWA’s goal is to help customers prevent termination of services, get the full payment made timely, reduce penalties, and ultimately have customer pay as they use the services. Billing for water and sewer service is after the water is consumed and not based on future use.

COMING SOON TO A MAILBOX OR EMAIL NEAR YOU!

HSWA is making a change in the customer billing system provider, bill print service provider, and electronic payment processor effective November, 2025. After a diligent search and vetting of various service providers, HSWA selected Muni-Link (of Pennsylvania) and their partners Invoice Cloud and Smart Bill to create a better customer experience, improve efficiencies, and offer more services to HSWA's customers. These vendors will permit HSWA field staff complete work orders for turn-ons/offers for plumbing work, meter change outs, and various other customer concerns on tablets in the field in real time. This will eliminate the need for paper copies, manually entering the information into the billing system and eliminated unnecessary errors. The new billing will also permit a chart of water usage (once a few billing cycles are completed) on the new bills and a streamlined look. Customers can receive bills via email eliminating paper copies and delays in the mailing process. Each customer will need to go into the system once to set up their account and designate e-billing and also ACH instructions. When the first billing is produced through Muni-Link, all customers will receive a paper bill. Although HSWA cannot absorb all the various processing charges, automatic ACH will remain zero cost to the customer. New ways to pay will be available as listed below.



LANDLORD'S CORNER

Regardless of who's name is on the account, the property owner is ultimately responsible for the payment of the bill, including but not limited to past due and account balances from prior tenants. Prior to moving a new tenant into a property, owners should ensure there is a zero balance on the account prior to refunding any rental deposit. As an aside,

HSWA is considering increasing customer deposits to better cover most final bills. HSWA customer service staff is always happy to review tenant accounts with the landlord. Additionally, the landlord can provide written notice that no payment arrangements are to be made. Landlord's are also encouraged to review account balances on a bi-monthly or more frequent basis. The customer service window hours are weekdays 8 am to 4 pm. Copies of the bill can also be sent to the owner upon request.

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