

City of Coatesville

Solid Waste (SW) Billing and Collections and Other General Information

Frequently Asked Questions (FAQs)

Q – Who pays for Solid Waste collection?

A- Solid Waste is billed annually and based on the calendar year. We bill property owners not renters of properties. The city’s contracted trash hauler is Eagle Disposal of PA, Inc. They can be contacted at their customer service number 717-355-9560.

Q – When is the bill mailed and what is the due date?

A – The mailing date for the 2016 SW billing is 3/15/16. Payment in full, to get a \$5.00 discount is due 4/15/16. Customer can opt for the installment plan. Four equal installments are due 4/15/16, 5/15/16, 6/15/16, and 7/15/16.

Q- Where do I pay the bill?

A - First, we have an online payment option where you can direct payment from your bank account or pay via credit card – login to the city’s website at www.coatesville.org and then click on the “online Payment” button or you may login directly to www.xpressbillpay.com . Click on the “Go” button below “New to Xpress Bill Pay?” and complete the short registration form including email address and password. Select “City of Coatesville” and follow the prompts for linking your bill.

Second, pay by mail to: Coatesville Savings Bank, PO Box 369, Coatesville, PA 19320. Send remittance form with payment. Make checks payable to “City of Coatesville”.

Third, pay in person at Coatesville Savings Bank, 185 E. Lincoln Highway, Coatesville, PA 19320. Bring your invoice to bank when making payment in person.

Q – Can I use a charge card to pay my bill?

A- Credit or debit cards can be used to pay bills using the online payment option.

Q – Can I pay by credit card at the bank?

A – No but you can pay by credit card through our online payment option noted above.

Q – Can I pay my trash bill at City Hall?

A – No, but there are three options for how to pay your bill; the bill can be paid online, via mail, or in person as noted above.

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Q – Who is Xpress Bill Pay?

A – Xpress Bill Pay is the vendor the city has contracted with to provide a payment portal for receiving online payments via a bank account or credit card. They service many other municipalities for various types of payments such as water, sewer, electric or tax bills in addition to our solid waste (or trash) bill.

Q – What happens if I did not receive a bill?

A- If you did not receive a bill, contact the Coatesville Finance Office at 610-384-0300 and we can send you a duplicate invoice. Be advised that not receiving a bill does not relieve the customer of any balance due by the stated due date. Penalties will apply if payment is not received by the due date.

Q – How much am I responsible for if I moved to Coatesville midyear?

A- When properties are sold mid-year, outstanding bills such as real estate taxes, utilities and our solid waste bill are typically pro-rated between the buyer and seller, each responsible for the proportionate share of the year they were the property owner. The Coatesville Solid Waste bill is a calendar year billing. If your bill was not paid at settlement, contact your title company to determine why it was not paid at time of settlement.

Q – Can I avoid a late fee by paying something less than the installment amount on or before the due date?

A- No. Customers have the option of paying the full annual amount. By doing so by the due date, customers can take a \$5.00 discount. Or customers can pay their annual bill over four installments. The installment payment is the minimum payment due per due date.

Q- If I miss two installment due dates, will I be penalized twice?

A – The first time an installment due date is missed, a one-time penalty of \$28.00/unit is applied.

Q – Will I be penalized if bank did not process payment in time?

A- Please allow sufficient time if paying via mail. If the deadline is imminent, we suggest that you take advantage of the online payment option or pay in person at the bank.

Q – Can I make personal arrangements with the city to pay off prior Solid Waste (trash) bills?

A – The city has contracted with Portnoff Law Associates for collections of all prior year outstanding trash bills. Portnoff will be able to offer a payment plan. Contact Portnoff at 1-866-211-9466 or via email to PropertyOwner@portnoffonline.com or website at www.portnoffonline.com .They will be able to explain any Payment Plan or Hardship Plan you may be eligible for.

Q – What happens if my trash or recycling mobile cart (aka Toter) is taken?

A – Contact City Hall at 610-384-0300. Unfortunately, if that happens, you are required to replace it at the cost charged by the Trash Hauler, Eagle Disposal (currently \$65).

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Q – Can my neighbor and I split the cost of one Toter?

A- No. The city is billed by its trash hauler, Eagle Disposal on a per unit basis, therefore we bill each unit the per unit price.

Q – How do I get a Solid Waste certification?

A – For current year bills (2016), contact Leslie Denson in the Finance Office at 610-384-0300 ext. 3120; for all prior year bills, contact Portnoff Law Associates at 1- 866-211-9466.

Q – Who bills and collects City Real Estate (Property) Taxes?

A – Berkheimer bills and collects RE taxes for the City of Coatesville for the current tax year only. Unpaid tax bills are liened and turned over to the Chester County Tax Claim Bureau at the beginning of the year after the year the taxes are due.

Q – Where do I get delinquent RE Tax information?

A – Contact the Chester County Tax Claim Bureau in West Chester at 610-344-6000

Q – Who handles water and sewer billing and collection?

A – PA American Water Co. Their number is 800-565-7292

Q – Where do I pay parking tickets?

A – All tickets and parking issues are handled by the Police Department located on the ground floor of City Hall. Telephone no. is 610-384-2300.

Q – Where do I get a dog license?

A – Chester County Dog Warden – telephone no. 610-909-5666.