

The Milesburg Water Authority Source

YOUR ANNUAL LOOK INSIDE THE WATER AUTHORITY

DEAR CUSTOMERS,

AS PART OF OUR COMMITMENT TO TRANSPARENCY AND IMPROVED COMMUNICATION, THE MILESBURG BOROUGH WATER AUTHORITY IS PROUD TO INTRODUCE OUR FIRST ANNUAL NEWSLETTER. THIS PUBLICATION MARKS AN IMPORTANT STEP IN STRENGTHENING THE CONNECTION BETWEEN THE AUTHORITY AND THE COMMUNITY WE SERVE.

OVER THE PAST YEAR, WE HAVE FOCUSED ON MODERNIZING OUR OPERATIONS TO BETTER MEET THE NEEDS OF OUR CUSTOMERS. WE UPDATED OUR BILLING SYSTEM TO IMPROVE ACCURACY AND EFFICIENCY, LAUNCHED A NEW WEBSITE TO MAKE INFORMATION EASIER TO ACCESS, AND CREATED AN EMERGENCY ALERT SYSTEM TO ENSURE CUSTOMERS RECEIVE TIMELY NOTIFICATIONS ABOUT OUTAGES, SERVICE UPDATES, AND IMPORTANT ANNOUNCEMENTS. WE ALSO ESTABLISHED AN OFFICIAL FACEBOOK PAGE TO PROVIDE ANOTHER CONVENIENT WAY FOR RESIDENTS TO STAY INFORMED.

THESE IMPROVEMENTS WERE MADE WITH ONE GOAL IN MIND: TO PROVIDE CLEAR, RELIABLE, AND ACCESSIBLE INFORMATION TO EVERY CUSTOMER. AS A MUNICIPAL AUTHORITY, WE BELIEVE THAT OPEN COMMUNICATION IS ESSENTIAL TO MAINTAINING TRUST AND ENSURING THAT OUR COMMUNITY UNDERSTANDS HOW THE WATER SYSTEM OPERATES AND HOW FUNDS ARE RESPONSIBLY MANAGED.

THIS NEWSLETTER IS ANOTHER STEP TOWARD FULL TRANSPARENCY. EACH YEAR, WE WILL SHARE UPDATES ON PROJECTS, SYSTEM IMPROVEMENTS, AND IMPORTANT INFORMATION THAT AFFECTS OUR CUSTOMERS. WE LOOK FORWARD TO CONTINUING THIS EFFORT AND KEEPING YOU INFORMED ABOUT THE WORK BEING DONE BEHIND THE SCENES TO MAINTAIN SAFE, DEPENDABLE WATER SERVICE.

SINCERELY,

MICHAELA BRESSLER
SECRETARY/TREASURER

MILESBURG BOROUGH WATER AUTHORITY

2026 Board Members

- CHAIR
 - PLUMMER DAVIDSON
 - TERM 2024-2028
- VICE-CHAIR
 - JONATHAN MCCLURE
 - TERM 2025-2029
- FRED KELLERMAN
 - TERM 2022-2026
- ETHEL KELLERMAN
 - TERM 2026-2027
- LUANN BRUNO
 - TERM 2026-2030

EQUIPMENT FUNDING AWARD

THE MILESBURG BOROUGH WATER AUTHORITY IS PLEASED TO SHARE THAT OUR 2024 LOCAL SHARE ACCOUNT (LSA) GRANT APPLICATION WAS APPROVED IN THE AMOUNT OF \$64,632. THIS FUNDING SUPPORTED THE PURCHASE OF A NEW MINI EXCAVATOR, WHICH WILL HELP THE AUTHORITY COMPLETE REPAIRS AND MAINTENANCE MORE EFFICIENTLY AND REDUCE RELIANCE ON OUTSIDE CONTRACTORS. THE EQUIPMENT HAS ALREADY BEEN ADDED TO OUR OPERATIONAL FLEET. SECURING THIS GRANT ALLOWS US TO MAKE AN IMPORTANT INVESTMENT IN OUR SYSTEM WITHOUT INCREASING COSTS TO OUR CUSTOMERS.

WATER CONSERVATION TIP FOR SPRING/SUMMER

AS WARMER WEATHER APPROACHES, SMALL CHANGES CAN MAKE A BIG DIFFERENCE IN REDUCING WATER WASTE. CHECK FOR DRIPPING FAUCETS, RUNNING TOILETS, AND OUTDOOR HOSE LEAKS. EVEN MINOR REPAIRS CAN SAVE HUNDREDS OF GALLONS EACH MONTH. CONSIDER WATERING LAWNS EARLY IN THE MORNING, USING RAIN BARRELS, AND CHOOSING DROUGHT-RESISTANT PLANTS TO HELP CONSERVE WATER THROUGHOUT THE SEASON.

Quarterly Billing Schedule

The Milesburg Borough Water Authority issues water bills four times each year, in January, April, July, and October. While these are our set billing months, the exact mailing date can vary from one quarter to the next. This is because our staff must physically read every meter in the system each billing cycle. Each meter requires an in-person visit, where the handheld reader is tapped to the meter to collect an accurate reading. Weather conditions, property access, and the number of meters being read can all affect the time needed to complete this process. Once all readings are collected, bills are generated and mailed promptly. This manual reading process ensures accuracy and fairness for every customer and helps us avoid estimated bills whenever possible.

Online Billing

The Milesburg Borough Water Authority now offers online billing for customers who prefer a faster and more convenient way to receive their quarterly bills. While many customers are already aware that online billing is available, some may not know how to use the system or how to update their billing preferences. Customers who wish to receive their bills by email or both email and paper must call the office so we can switch them to their preferred billing method or assist with setting up an online account. Those who simply want to view or pay their bill online may access the system anytime at mbwa.citizenactioncenter.com.

Emergency Alerts & Notifications

Our emergency alert system allows us to notify customers quickly during water outages, boil advisories, major repairs, and other urgent updates. Alerts may be sent by text message, email, or automated phone call, depending on the contact information we have on file. To ensure you receive timely notifications, customers can update their contact information through the Google Form available on our website and Facebook page, by stopping into the Authority office to complete a paper form, or by calling the office and providing the information over the phone. Keeping your information current helps us reach you quickly and improves communication during service changes.

STAY CONNECTED WITH US



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MILESBURG BOROUGH WATER AUTHORITY



VISIT US AT MILESBURGBOROWATER.COM



ACCESS ONLINE BILLING AT:
MBWA.CITIZENACTIONCENTER.COM

WATER RULES UPDATE- KEY CHANGES

- WATER USAGE CHARGE INCREASED FROM \$1.10 TO \$2.10 PER 1,000 GALLONS
- DEBT SERVICE FEE RENAMED TO CAPITAL IMPROVEMENT CHARGE (C.I.C.)
- DISCONNECT/RECONNECT FEES INCREASED TO \$60 DURING BUSINESS HOURS AND \$100 AFTER HOURS
- \$600 TAPPING FEE NOW REQUIRED IF SERVICE IS DISCONNECTED FOR NONPAYMENT OVER 30 DAYS OR VOLUNTARILY DISCONNECTED OVER 30 DAYS
- READ OUTSIDE NORMAL SCHEDULE, INCLUDING FINAL READINGS, NOW \$10.00
- DOOR HANGER PERIOD FOR DELINQUENT ACCOUNTS INCREASED FROM 5 DAYS TO 10 DAYS

COPIES OF THE REVISED WATER RULES ARE AVAILABLE AT THE WATER AUTHORITY OFFICE OR ON OUR WEBSITE.