

Hegins-Hubley Authority

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What options do I have to pay my bill?

Your bill can be paid on the Customer Portal with electronic check or all major credit or debit cards. We accept payments in the office by cash or check. We are open Monday - Friday 8 AM - 12 PM. There is a door slot that can be used for payments after hours. We also continue to accept payments at Burke & Herbert Bank (formerly Link Bank) in Valley View by cash or check. Please provide the payment stub from the bottom portion of your bill with all in-person payments if possible so it can be applied to the correct account.

What are your office hours?

Our office is open Monday - Friday from 8 AM - 12 PM. Payments by cash or check can be put in the door slot if we are not in the office. Please provide your account number or name and property address with your payment. (Use the name that your bill is addressed to if it is in the name of your landlord, relative, or significant other.) We can be reached by phone on 570-682-3228. If we are out of the office, you may leave a phone message, and we will get back to you the next business day. Urgent calls left on our emergency numbers will be answered ASAP.

Do I need separate portal accounts for each of my water bills?

No, you can have all your water accounts on one Customer Portal account! After you have made the portal account for one property/water account, click on your name on the top right of the page. Select Accounts List from the drop-down menu. To the right of your listed accounts will be a box to Add an Account. Enter the Account and CID numbers from your bill. Click add account. If you do not have your bill, feel free to call us and we can look up your account and/or CID numbers for you! Once your accounts are listed, you can make payments on multiple accounts at one time and view your current balances, payments made, and usage history.

What should I do if I am a tenant and my landlord gives me a bill to pay with only their name on it?

If you would like to pay the bill online or set up automatic payments, we can add you as a tenant on the account and send a copy of the bill to you directly. You will then be provided with the account number and a CID that is different from the homeowner's CID. This will allow you to register for online access on your own account. You can then save your payment methods, set up automatic payments, and paperless billing if you would like.

How do I change my payment method?

You can add and save multiple payment methods to your account. (See Set Up Payment Methods on next page.) If you need to update information for an existing payment method, you will need to delete the payment method and re-enter it. The edit button is to change the nickname for each account only (i.e. Link E-check, Discover card Personal, Bird-in-Hand Business Checking, etc.) If the trashcan next to the payment method is not clickable, it is probably because the payment method is currently being used for automatic payments. Follow the link to turn off your automatic payments first. You can then delete the old payment method and add the new payment method to your account.

Don't forget to turn auto-pay back on if desired!