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June 25, 2026

RE: Important Update Regarding Automatic Utility Bill Payments

Dear Valued Customer,

We are writing to inform you of an important change in the way automatic utility payments are processed.

Automatic payments will be drafted on the due date beginning September 2026. They are currently pulled the day after the due date. Please plan accordingly to ensure the necessary funds are in your account.

If you are currently enrolled in automatic draft (ACH) payments through an in-office authorization/sign-up, please be advised that this payment method will be discontinued. Due to evolving concerns surrounding cybersecurity, data protection, and the safeguarding of customer's personal and financial information, our billing software provider, Muni-Link, is eliminating this form of ACH processing.

If you would like to start or continue enjoying the convenience of automatic payments, simply transition to our online payment portal at <https://heginshubley.authoritypay.com/>. You will need an email address and your Account number and CID from the upper right-hand corner of your bill.

Through the secure portal, you can:

- ❖ Sign up for e-Bills and receive your bill days sooner in your email.
- ❖ Save multiple payment methods in your portal account for flexibility so you can pay your bill on the go.
- ❖ Set up automatic payments by e-check, credit or debit card—No more missed payments or late fees!
- ❖ View your billing, payment, and usage history for multiple accounts.

Please note that after **Sunday, August 23rd**, automatic drafts set up through the Authority office will be removed from your water account. If payment arrangements are not updated and bills are not paid on time, late charges will be applied. If you are already utilizing automatic payments on the portal, your payments will automatically change from ACH to e-check.

We encourage you to complete this process prior to the August 23rd deadline to avoid any interruption in your automatic payments.

If you need assistance setting up your online account or have any questions, please do not hesitate to contact Heginshubley Authority by phone at 570-682-3228 or email hha@heginshubleyauthority.com. We are happy to guide you through the process and help you get set up prior to your next bill.

Thank you for your understanding and cooperation as we work to better protect your information and improve your services.

Sincerely,
Demetrius Kasmari
Manager

Last day to submit online payments in old system: Sunday, August 23rd
Online Payment Blackout Days: August 24th-25th

COMMON QUESTIONS AND ANSWERS

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

A: 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 all listed, you can make payments on multiple accounts at one time and view your current balance, payments made, and usage history.

Q: How do I sign up for automatic payments?

A: On the Home screen of the customer portal, click enroll in Autopay. Select Due Date as the Pay On date. If the payment method you want to use isn't listed, click on your name in the upper right-hand corner of the screen. The drop-down menu will have an option for Payment Methods. Click Add a New Payment Method and enter information.

Note: Autopay enrollment will be processed on the due date if it is done at least the day before the due date. Otherwise, it will take effect for the next bill, and you will need to put through a manual payment online or pay at the office or Burke & Herbert Bank (formerly Link Bank) in Valley View on the due date to avoid a late penalty.

NOTE: If you are already enrolled through the office, you will need us to suspend that automatic payment to set up automatic payments on the portal until the in-office method is eliminated at the end of August.

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

A: 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.