



GETTYSBURG MUNICIPAL AUTHORITY

Flowing with reliable advancements and service

CONTACT US



Customer service and billing questions: 717-334-6738



Hours: Monday-Friday from 7:30 am to 3:00 pm



Email: billing@gettysburgma.com



UPDATED DELINQUENCY PROTOCOL

In accordance with Gettysburg Municipal Authority's Rules and Regulations, the following delinquency protocol applies to all customer accounts:

Customers with a past-due balance are required to remit payment within ten (10) days from the date of the reminder notice. Failure to submit payment within this required time period may result in disconnection of water and/or sewer service within **sixty (60) days** of the date of the reminder notice.

If payment has not been received within the required timeframe, the Authority will make a reasonable attempt to contact the customer approximately three (3) days prior to the scheduled service shut-off date.

Customers are strongly encouraged to address past-due balances promptly to avoid interruption of service.

For questions regarding your account or to discuss payment concerns, please contact the Authority as soon as possible.



WHY IS MY WATER BILL HIGH?

Common Indoor Leaks

- Leaky/Running Toilets
- Float Arm Problems
- A Tiny Pinhole
- Defective Plunger Ball (flapper valve)
- Leaky/Dripping Faucets

Not So Common Indoor Leaks

- Water Heater Tank
- Water Softener
- Boiler

Common Outdoor Leaks

- Water Faucets
- Swimming Pool/Fountain/Pond
- Automatic Lawn-Sprinkling System



Understanding Your Water Usage Calculation:

Gettysburg Municipal Authority calculates your water usage in cubic feet

- There are 7.48 gallons of water in 1 cubic foot of water
- To convert cubic feet (cf) to gallons, multiply the cubic feet by 7.48

Example: Usage = 1,200 cubic feet $1,200 \text{ cf} \times 7.48 = 8,976$ gallons of water used

Easy Ways To Pay:



ONLINE

Visit www.gettysburgma.com and select Customer Portal Log In icon to pay online or to sign up for an Authority Pay Account.

Key Benefits:

- View your consumption
- Enroll in E- Billing or Auto Pay
- Make Payments on your Bill
- Print Bill Copies



BY MAIL

Please make check or money order payable to:
Gettysburg Municipal
Authority P.O. Box 3307
Gettysburg, PA 17325



DROP BOX

Payment drop boxes
locations:

- 601 E Middle Street
- 59 E High Street
- 424 E Middle Street



BY PHONE

Dial **717-369-8804** to
make a one time
payment

Please be aware that Gettysburg Municipal Authority no longer provides walk in customer service