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## THE BOROUGH OF LITTLESTOWN

Dear Landowners,

We receive numerous requests from tenants to confirm billing information. As per our policy, we are not to give any information about personal accounts to anyone other than the account owner. Please note that it is public knowledge of billing due dates and that we offer payment plans as indicated on the bill, we have the right to inform anyone who asks. Please indicate below whether you grant permissions or not for each question.

Please check yes or no for each of the following questions:

*Do you give permission to allow your tenant(s) to call into the Borough office and request their account balance?*

- Yes, I grant permission to the tenant(s).
- No, I do not want any information released to the tenant(s).

*Do you give permission to allow your tenant(s) to pay us directly for the water and sewer bill?*

- Yes, I grant permission to the tenant(s).
- No, as the account owner I will pay the bill directly, please do not accept any payments from the tenant(s).

*Do you give the borough permission to print a copy of the bill at the tenant(s) request?*

(Please note if you allow them to have access to the bill, you are granting them permission to use the payment plan displayed on the bill. The tenant may be charged a reprint fee up to \$1.00)

- Yes, I grant permission to the borough.
- No, I do not want the tenant(s) to have the option to request a bill print.

*Do you give permission to allow your tenants to set up a customer account to pay their bill online?*

(Please note, the information on the bill to set up online account access is strictly for the account owner, the tenant will have to call in to obtain their own information to create an account.) If granted this permission the tenant will have access to the entire account, including but not limited to; account number, address, usage history, previous and current bills.

- Yes, I grant permission to the tenant(s).
- No, I do not want the tenant(s) to have the option to pay online

