

Get to know the New Billing Software

We are very excited to bring a new billing software to the Christiana Borough. Below are frequently asked questions. If you have a question that is not on the list please feel free to call our office.

1. **History Data**: As you may have noticed, no historic data was documented on your current bill form. This is due to the transfer to the new software. We still have the data available in our office if you have a question. Going forward you will be able to see data starting 4/1/2023.
2. **Late Charges**: You will now see a line item at the bottom of the page that says **After Due Date Pay**. This amount includes the 10% 30 day late fee. As with previous late payments, the late charge will only be charged on the amount still outstanding. **PLEASE NOTE: WE WILL NO LONGER BE MAILING OUT 10% LATE FEE BILLS.** Any account outstanding on the day following the due date will be subject to the late charge. We will continue with the current 60 late fee notice procedures.
3. **New Customer Account Access**: You now have access to your account 24/7. You may register by going to www.Christianaboro.org Click on Pay now under Customer Account Access Login or by going to the following: <https://christianaborough.azurewebsites.net>. You will have the ability to pay your bill, view payment and usage history, and much more.
4. **Can I receive my bills via email**: Yes! Please see above to register for an account and choose the e-bills option. A PDF version of your statements that you can view, download, and print on demand. You will receive your e-bill on the same day it is generated, allowing you to stay up-to-date with your account and make timely payments.
5. **Can I pay my bill online**: Yes. You may still pay your bill on-line. We accept Visa, MasterCard, and/or Discover. A per transaction Service Fee of 2.5% minimum will be charged by the payment processing company for this service.
6. **Can I get a copy of my bill**: Please refer to #3 to register online to print a current bill.
7. **How and where can I pay my bill**: This procedure has not changed. You may mail your payment to: Christiana Borough, 10 W. Slokom Ave., Christiana, PA 17509; drop your payment off in the drop box conveniently located outside the borough office; drop your payment off in the office during normal business hours.
8. **Can I pay my bill with a credit/debit card**: Yes. Follow directions for #3. You do not have to register instead you may do a quick pay option. You may now pay your bill via credit card in during normal business hours. The 2.5% minimum fee still applies.**Phone number** When logging in, the phone number listed on account is the number you must use to access the account.