LOWER LACKAWANNA VALLEY SANITARY AUTHORITY
Late Payment Policy

Billing and Due Dates

The Lower Lackawanna Valley Sanitary Authority (LLVSA) bills customers quarterly. The LLVSA billing cycle and payment dates do not change.

Bills are mailed by United States Postal Service according to the following schedule:

1st Quarter: February
2nd Quarter: May
3rd Quarter: August
4th Quarter: November

Payments are due on or before the following dates even when the due date falls on a weekend or legal holiday.

1st Quarter: March 31st
2nd Quarter: June 30th
3rd Quarter: September 30th
4th Quarter: December 31st

Responsibility for Payment

Failure to receive a bill, whether due to postal delays, delivery issues, an incorrect mailing address, or any other reason, does not relieve the customer of the responsibility to make payment by the applicable due date. It is the responsibility of the customer to know the payment obligations to LLVSA.

Payment Methods

To ensure your payment is processed in a timely manner, LLVSA provides several payment options.

1. **In person:** at 302 Oak Street, Old Forge, Pennsylvania during normal business hours, Monday through Friday 7AM to 3:30PM.
2. **By Telephone:** during normal business hours by calling (570) 655-1665.
3. **Online:** Through the LLVSA website at www.llvsa.com

4. **Drop Off Box**: Through twenty-four (24) hour drop off box at the LLVSA Business Office at 302 Oak Street, Old Forge, Pennsylvania.
5. **By Mail:** Payments may be mailed to the LLVSA to 302 Oak Street, Old Forge, Pennsylvania, 18518

Late Payment Penalty

Failure to make payment by the applicable quarterly due date will result in a five percent (5%) penalty added to the account as outlined in the LLVSA Rules and Regulations. Failure to receive a bill DOES NOT excuse responsibility for timely payment nor the five percent (5%) penalty.

LLVSA late fees are final. Customer Service representatives are not authorized to remove or adjust a late fee from an account.

Returned or Rejected Payments

Payments made by check, credit card, debit card or electronic transfer that are subsequently rejected, dishonored, reversed, or returned for insufficient funds or other reasons will not be considered payment of the account. Any applicable late payment penalty will remain due, and any returned-payment charges will be added to the amount due.