

(FAQ'S)
FREQUENTLY ASKED QUESTIONS
VILLAGE OF PINEFORD (ELECTRIC)

If the power goes out, who do I contact?

- If the electric power is out in the entire community, or the entire building in which you reside, please contact- Middletown Borough at 717-902-3078.
- If the electric outage is specific to an outlet in your home or a complete outage in your home only, call The Village of Pineford Rental office. 717-944-4033. (If after hours, you will speak to our answering service who will forward your message to our on call technician.

How is my usage monitored?

- Each home is equipped with a meter that captures electric usage for your home only.

How is my electric rate calculated?

- It is based on the monthly kilo watt hour (KWH) rate and additional fees such as taxes and distribution charges from Middletown Borough.

Why was the decision made to exclude electric charges from my rent?

- Our goal is to give our residents the opportunity to reduce monthly living expenses. Your reduced monthly base rental rate, coupled with conserving energy, provides you with such an opportunity.

How much should I expect to pay for electric?

- Please contact the leasing office and we will provide you an average estimate using the low and high averages of the floor plan style that you reside in.

Who do I call if I have a question regarding my bill?

- Please contact the Rental Office at (717) 944-4033. (You will be asked for your name, phone number, apartment address and the nature of your call) Your information will be given to the appropriate person who will return your call at the phone number you provided.

Where do I pay my electric bill?

- You may remit your payment with your regular monthly rent payment, (check or money order), to the Village of Pineford, 1900 Pineford Dr. Middletown, PA. 17057. You may also make your payment through our on line option. www.villageofpineford.com, click on Make Payment Online.

When will I be billed for my electric?

- Invoices will be mailed to you around the 10th of each month. Payment is due on the 1st of the next consecutive month. If your electric bill is not paid by the end of the business day on the 3rd of each month, you will incur a \$25 late fee. All outstanding electric charges including late fees will be added to your Resident Rental Account.