



# Borough of Greencastle

60 NORTH WASHINGTON STREET • GREENCASTLE, PENNSYLVANIA 17225-1230 • PHONE (717) 597-7143 • FAX (717) 597-1734

Borough Residents, Vendors and Guests:

The Borough of Greencastle Council and Administration are taking every precaution to protect our staff, residents, businesses and visitors as we prepare for potential impacts of the Coronavirus. As a result, the Borough of Greencastle is adopting the following safety protocols for all business matters conducted at the Administrative offices located at 60 N. Washington Street.

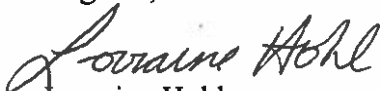
- We highly encourage all utility customers to mail payments to the Borough rather than physically coming into the office. As a friendly reminder, the Borough no longer accepts cash for utility payments.
- For your convenience, customers can go to [xpressbillpay.com](http://xpressbillpay.com) to pay with a credit or debit card or use an Electronic Funds Transfer (EFT) from a bank or credit union. These systems will allow you to pay your utility bill without having to leave your home. If a checking account or credit card is not available to you, payment can be made with a money order which can be mailed to the Borough or left in the drop-box.
- All utility, permit or other payments must be deposited in the drop-box located to the right of the entrance with applicable account numbers/documentation for receipting purposes.
- If you REQUIRE a receipt for your transaction, you can bring your utility bill to the window where it can be viewed for processing. DO NOT place the payment voucher in the metal tray. We ask that you place the paperwork at the window so that it can be viewed in order to provide you with a receipt. Once the payment has been processed, you will be given an envelope to place your document(s) and payment(s) into. You will then place the entire envelope in the drop-box.

The Borough of Greencastle recognizes that these measures are new and will require patience and understanding. Based on leading guidelines by the CDC, Johns Hopkins University and other leading health organizations, it is crucial that we all work together to control risk of exposure to and continued spread of COVID-19. The Borough of Greencastle will do its best to continue operations at all our facilities without interruption.

As this developing situation changes, the Borough will adjust these measures accordingly. It is important to note that these endeavors are temporary in nature and are in place to ensure the well-being of our community members, guests, vendors and staff.

If you have questions, please contact the Borough at 717-597-7143.

Regards,

  
Lorraine Hohl  
Borough Manager