



# Utility Billing System Upgrade

Tarentum Borough is transitioning to BS&A Software | Effective June 2026

Tarentum Borough will transition to a new utility billing platform from BS&A Software as our current system contract ends. This upgrade was selected after a thorough evaluation and is an investment in faster service, more options, and improved account access for our community.

## WHAT YOU CAN EXPECT

- Faster payment and account processing
- Improved online services and easier account access
- New departments, such as zoning and code enforcement permits and associated payments, will be made available.
- New payment options, including Apple Pay and Google Pay

## WHAT RESIDENTS SHOULD KNOW

- Customers will need to re-enter payment information when the new system goes live
- Customers will need to set up autopay, if they want to utilize the feature. This is being done to ensure accuracy
- **Your current account number will remain the same** in the new system to help ease the transition
  - Customers can find their current 12-digit account number in the upper right-hand corner of their utility bill under "Account Number" Updated payment options, including expanded online methods, will be available at launch
- Starting on May 25, 2026, customers will no longer be able to log in to the current online payment system while the Borough transitions to the new system The new BS&A online payment portal is expected to go live on June 1, 2026
- Residents will still go to [www.tarentumboro.com](http://www.tarentumboro.com) and click "Pay Bills Here," which will direct customers to the new portal where they can enter their account number

## WHAT HAPPENS NEXT

1. Our team is working closely with BS&A to ensure a smooth and accurate transfer of all utility account data.
2. Any temporary service changes or updated payment instructions will be communicated in advance of the transition.
3. Final go-live details and step-by-step instructions will be shared in the next few weeks as the June launch date approaches.

## Thank You

We appreciate your patience during this transition. These improvements are being made to provide more reliable, transparent, and user-friendly service to our residents and customers.