



Upper Allen Township Newsletter

MODERNIZED SYSTEM TO MAKE UTILITY BILLING, PAYMENTS MORE EFFICIENT

Upper Allen Township is streamlining its system of billing and payment for sewer and stormwater services, a step that will make the process more convenient for residents and more economical for administrative staff. “Modernization means providing more methods of payments but also modernizing the internal and external work processes. The system will flow better,” said Zachary Harvey, the township’s Accounting Manager. Harvey would like to see more residents sign up for paperless billing for the quarterly sewer and stormwater-management bills.

“That is the hope,” he said, noting that there are several ways to pay and more options coming soon. “There are a lot of other methods of payment: through bank autopay, PayPal, Venmo pay through a text reminder.” “Residents will also now be able to access payment history”, said Kelly Palmer, Assistant Township Manager.

The township is moving to a new billing system, called InvoiceCloud, for these charges. It will include such new options as making payments by credit card using an automated phone system and signing up to receive text message reminders about a bill and making payment by return text. Under the InvoiceCloud billing system, electronic bills and paper bills will look the same, providing a visual upgrade for residents. Before the switchover to InvoiceCloud, sewer and stormwater account holders will get a paper notice by mail explaining how to shift to paperless billing and the payment choices available. Through InvoiceCloud, residents will be able to pay bills as a guest or create an online account. They can enter a credit card number for payments or sign up to receive the bills through their online banking account.

Harvey acknowledges that not everyone will sign up for paperless billing. “There will be a population that no matter what will want a paper bill and to mail a paper check,” he said. But he has a target in mind for paperless billing signups. “Ideally, at least half would be nice,” Harvey said of the township’s roughly 8,000 sewer and stormwater accounts. Most of the bills are sent out on paper by mail. About 2,000 accounts use an autopay option. The township office receives and processes around 2,800 checks for the quarterly payments. The remaining bills, about 3,200, are paid through online banking, in cash or through authorized bank checks.

Harvey pointed out that the use of InvoiceCloud will be cost-neutral for the township because it will eliminate the need to print paper bills and pay postage costs. If enough residents sign up, avoiding those costs and the cost of processing paper checks could result in savings.

Harvey said InvoiceCloud has a 59% average increase in e-payment adoption and an average 2.8 increase in paperless enrollment, which has resulted in a 40% decrease in billing and payments related calls.

Payments through the InvoiceCloud system should be available for quarterly bills late this year. Beyond potential savings for the township, e-billing and payments offer a hassle-free process for residents when the quarterly bills come due. “It’s all about convenience with the multiple ways you can pay. You also avoid potential late fees or interest with missed payments,” Harvey noted.

DOES MY PROJECT REQUIRE A PERMIT?

If your project involves new construction, demolition, or alterations, then the answer is yes! Permits are required to ensure that your repairs, additions, and alterations are done according to the State and Township Code and Regulations. Below is a list of some common projects that occur and what permits are required. This list is not comprehensive; therefore, all projects that require permits are not included.

There may be additional factors to consider when applying for a permit. If your property is in a special flood hazard area, a municipal historic district, or your project will create more than 2,000 square feet of impervious coverage on your property, then additional permits requirements are necessary. If you live in a development with a homeowner's association or other architectural review committee, you may be required to obtain their approval before you apply for any township permits. If your property contains any easements, planting strips, or other rights-of-way, those areas must be shown on your property site plan. Our permit applications contain instructions describing what information is required to help streamline the permitting process.

Consult the Community Development Department before you begin a project to confirm whether you need a permit, or for any other information regarding the permit process.

BUILDING ADDITIONS

Requires Zoning and/or Building permits.

BASEMENT ALTERATIONS

A Building permit is required for structural changes or changes in egress. Permits may be required for other changes. Call the township office to verify.

DECKS

- Building and Zoning permits are required when the deck is to be attached to the main structure or ten feet away from the main structure.
- When replacing an existing deck that will remain the same size, then only a Building permit is required.
- Additions to an existing deck require Building and Zoning permits.
- Covered decks and porches require Building and Zoning permits.

DOORS

- No permit is needed when installing and/or replacing a door, garage door, or storm door in the same opening.
- If installing and/or replacing a door where the dimensions or framing will be altered, then a Building permit is required.

DRIVEWAYS

For a new driveway or expansion of an existing driveway a Zoning permit is required.

ELECTRICAL

Any electrical work, including upgrades requires a Building permit.

FENCES

- All fences require a Zoning permit.
- For fences over 6 feet in height, both a Zoning and Building permit are required.

HEATING/COOLING

- When switching from one utility (source of energy) to another (such as switching from electric to gas, etc.) a Building permit is required.
- When replacing an existing unit only, with a same sized/type of appliance, then no permit is needed.

PATIOS

- A new impervious slab, patio, sidewalk, or expansion to existing requires a Zoning permit.
- If a patio will be enclosed or have any roof-type structure, then a Building and Zoning permit is required.

PERGOLA

- Freestanding pergolas less than 400 square feet in size require a Zoning Permit.
- If larger than 400 square feet in size or attached to a structure (any size), then Building and Zoning permits are required.

BUILDING ADDITIONS

Requires Zoning and Building permits. (cont.)



PLUMBING WORK

Contact the Community Development office.

RETAINING WALLS

- If less than four feet in height, a Zoning permit is required.
- If more than four feet in height, then Building and Zoning permits are required.

ROOF

- All commercial roofs require a Building permit.
- Replacing a residential roof does not require a permit if tearing off or replacing the roof. However, you must use a freeze barrier.
- Any structural rehab of a compromised or damaged roof requires a Building permit.

SHEDS

- The installation or construction of a shed less than 400 square feet requires a Zoning permit.
- If it is larger than 400 square feet, then Building and Zoning permits are required.

SEWER LINE WORK

Contact the Sewer Department.

SWIMMING POOLS

- Installing an above-ground or in-ground swimming pool requires a Zoning and Building Permit.
- Prefabricated or inflatable pools that are capable of holding 24 inches or greater of water require a Zoning and Building permit.

WINDOWS

- Installing a new window where one does not currently exist requires a Building permit.
- Installing or replacing windows or storm windows of the same dimension does not require a permit.

CHANGING PROPERTY USE & HOME OCCUPATIONS

- A Certificate of Zoning Use & Occupancy Permit is required when the use of a property changes (i.e. home occupation or change of existing business).
- If alterations will be made to the interior or exterior of the building or the property, then Building and/or Zoning permits may be required.
- Contact the Community Development office to discuss.



The Township keeps a contact list of Homeowner Associations (HOA) in the event that we need to share information specific to the development/area. Please email info@uatwp.org with the following information: HOA name, contact name, address, email and phone number.

REDESIGNED WEBSITE AIMS TO BE MORE ENGAGING, EASIER TO NAVIGATE

On Upper Allen Township's website, residents can follow community activities, learn about the parks system and rent a pavilion, stay abreast of municipal codes and read this newsletter. But users from the public and township staffers found the site less than easy to deal with, leading to a top-to-bottom redesign.

"The genesis of the project was that both sides found the website not modern, intuitive, and just not user-friendly," said Kelly Palmer, Assistant Township Manager. "The back end is very administratively burdensome. Making changes and updates to the website is difficult. There are a lot of steps to follow and sometimes knowledge of coding is required."

To build out new pages, staffers have to be able to write computer code. With the redesigned website, that no longer will be the case.

Members of the public have commented that they find navigating the site difficult as well, reporting that getting around its pages isn't intuitive. The new site is aimed at enhancing the connection between the township and its residents.

"Another goal is to increase public engagement. It will increase the ability for residents and businesses to be more interactive with us," Palmer said.

Planning for the redesigned site began late last year. Palmer heads up a team that includes "two really savvy computer professionals" who work in the Community Development Department as well as an internal work group comprised of staff volunteers. "I am extremely proud of the work our team has done to advance this initiative", Palmer said.

The team is working with Revize, a company that specializes in building governmental websites.

Hoping to make the site more visually appealing, Palmer and her team read up on color theory.

"We're also trying to create an engaging identity as far as a color scheme for the website," Palmer explained. "We felt that black and white is most accessible for everybody. We wanted there to be enough white space. We liked blue, which exudes inspiration, trust, and loyalty. It's calming to the eye. We have a higher senior population and thought it would be the best selection for readability."

The final design for the site recently was approved and the focus has shifted to HTML development, the standard markup language for creating web pages. The design team is making sure that the design, language and coding all work together cohesively.

After HTML development, we will proceed with site mapping, content migration, and CMS enablement. The final phase includes a two-week beta-testing period for the redesigned website. Staff will engage with the township's volunteer advisory boards to gather their feedback and allow them to test the new site firsthand. Palmer expects the new site, with the same domain address of uatwp.org, to be online by the end of August.

"We're on schedule to do that," she said.

ENHANCING COMMUNITY PROJECTS WITH GRANT FUNDING IN UPPER ALLEN TOWNSHIP

Grant funding plays a crucial role in Upper Allen Township's commitment to progress, supporting key initiatives and addressing community needs. These grants provide invaluable resources to supplement project costs, enhance public services, stimulate economic growth, and improve residents' lives. Over the last five years, our dedicated staff has successfully secured substantial grants, demonstrating their expertise in navigating the challenging application process. Let's explore notable grants received by Upper Allen Township and their positive impact on our community. The Upper Allen Fire Department received over \$45,000 from 2021-2023, enabling them to acquire essential rescue tools, equipment, and lighting systems. An additional \$180,000 grant in 2022 will facilitate the transition to the P25 radio system, enhancing county-wide communications and interoperability operations.

Grant funding has significantly improved our parks and recreational facilities. Examples include the Dog Park at Daybreak, enhanced through a 2018 Purina Corporation grant, and updated playground equipment at Winding Hills North through grants from DCNR in 2018 and 2019. The Grantham Park Pond Aeration Project received a \$5,000 grant from PA American Water. A \$200,000 grant from DCNR in 2021 supported the Friendship Playground project, and a \$20,000 grant in 2022 assisted in illuminating the Winding Hills North parking lot.

Currently, Upper Allen Township has outstanding grant applications totaling over \$1.75 million. These grants are in pursuit of funding for the Lisburn Trunk Sewer Project, the expansion of the Generations Park Trail System, and the replacement of Self-Contained Breathing Apparatus for the Upper Allen Fire Department.

Upper Allen Township actively participates in the Pennsylvania Department of Environmental Protection's Recycling Performance Grant program. Over the past five years, the township has received between \$40,000 and \$50,000 annually for exceptional recycling efforts involving aluminum and steel cans, glass, plastics, corrugated cardboard, and other recyclable materials.

Grant funding has been vital in supporting Upper Allen Township's community projects, improving public services, and enhancing the quality of life for residents. The dedicated staff's expertise in securing grants has yielded significant achievements in public safety, parks and recreation, township development, and environmental stewardship. Upper Allen Township remains committed to seeking new grant opportunities to further advance our community's welfare and prosperity.

PROGRAM ANNOUNCEMENT

Before 1953, students living in the Upper Allen Township School District attended one of nine one-room schoolhouses scattered across the township. Have you ever noticed a former schoolhouse and wondered what schools were like in the "good old days"? If yes, then plan to attend the free program offered by William Murray, the historian for the Mechanicsburg Area School District, who will share his research on the local schools. The slide program will be held on October 23, 2023, at 7 pm in the Community Room of the Township building at 100 Gettysburg Pike.



FUN IN THE PARK!



TREAT
Tuesday's

Come Enjoy a Sweet Treat at The Park

FRIENDSHIP	WINDING HILL NORTH
KONA ICE	AUDREYS CUP OF SUNSHINE
JUNE 27TH 12PM - 1PM	JUNE 20TH 2PM - 5PM
JULY 11TH 12PM - 1PM	JULY 18TH 1PM - 4PM
JULY 25TH 12PM - 1PM	AUGUST 22ND 2PM - 5PM
AUGUST 8TH 12PM - 1PM	AUGUST 22ND 12PM - 1PM



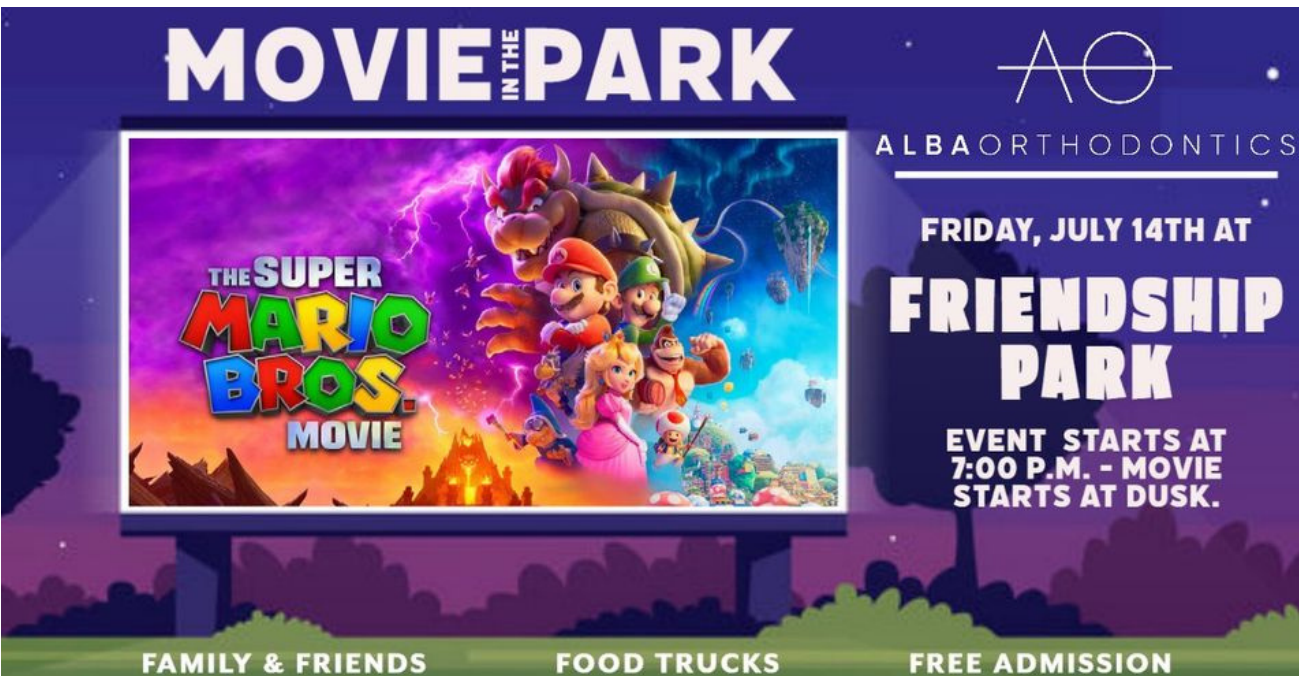
FALL FESTIVAL

Food Trucks Craft Vendors
Games Hay Rides
Live Music

FOLLOW UPPER ALLEN'S WEBSITE & FACEBOOK PAGE FOR MORE DETAILS TO COME
WWW.UATWP.ORG
WWW.FACEBOOK.COM/UPPERALLENTWP/

FRIDAY SEPTEMBER 29TH,
4:00 P.M. - 9:00 P.M.

Winding Hill Park North
901 E Winding Hill Rd.



MOVIE IN THE PARK

THE SUPER MARIO BROS. MOVIE

ALBA ORTHODONTICS

FRIDAY, JULY 14TH AT
FRIENDSHIP PARK

EVENT STARTS AT 7:00 P.M. - MOVIE STARTS AT DUSK.

FAMILY & FRIENDS FOOD TRUCKS FREE ADMISSION



SEWER ADVISORY BOARD VACANCY

Are you passionate about making a positive impact in your community? Do you want to play a vital role in shaping the future of your municipality's sewer system? We are looking for dedicated individuals like YOU to join our Sewer Advisory Board! Ready to join? Here's how: Visit the Township website, <https://uatwp.org/documents/applications/>, and complete the Boards and Commissions Application. Tell us about your previous experience and how you believe your skills can contribute to the Advisory Board. Submit your application and keep an eye out for our response! Together we can create a cleaner, more sustainable future for our community! Join the Sewer Advisory Board and be a catalyst for positive change!

Commissioner's Corner

Key Actions Taken by the Board of Commissioners

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| April 05th | Approval of Autumn Chase PRD, Final Phase V Plan
Approval of Legacy Park, Phase 4
Approval of Resolution Restricting Despina Drive to One-Way Traffic
Approval of Koser Park Management Agreement |
| April 19th | Approval to Install Beehives at Simpson Park
Approval of Economic Development Liquor License for 7-Eleven
Approval of Awarding Contracts for the 2023 Roadway Improvement
Approval to Award Bid for 2023 Storm Water Improvement Project |
| May 03rd | Approval of Resolution to Re-Authorize Agricultural Security Area
Approval for Grantham Wastewater Treatment Plan Sludge Dewatering System & Miscellaneous Improvements Project Update & GHD Agreement for Construction Administration & Observation |
| May 17th | Reapproved the Final Phase II Plan for Autumn Chase PRD
Approval to Cancel July 05th & August 02, 2023 Board of Commissioners Meetings |

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Township Meetings

Meeting minutes and agendas are available at uatwp.org

	July	August	September
Board of Commissioners - 6:30PM	19th	16th	06th, 20th
Administration- 8:00AM	11th	07th	12th
Zoning Hearing Board- 6:00PM	13th	10th	14th
Historical Architecture Review Board- 6:00PM	18th	15th	19th
Stormwater Authority- 6:00PM	19th	16th	20th
Sewer Advisory Board- 6:00PM	27th	24th	28th
Parks & Recreation- 6:30PM	26th	23rd	27th
Planning Commission- 7:00PM	31st	28th	25th