

**Borough of Phoenixville
Frequently Asked Questions
COVID-19 Pandemic**

As of: October 29, 2020

Borough Offices & Facilities:

Is the Borough Office Open to the public?

In the interest of public health, the Borough of Phoenixville has implemented measures to mitigate the exposure to COVID-19. Borough Hall and the Civic Center are closed to public access until further notice.

By Appointment Only: To view draft budget

Are the Borough Parks & Schuylkill River Trail open?

Our parks and the trail remain open. However, we have posted and closed down the use of any playground or workout equipment. Bathrooms and water fountains are also not in use. Social Distancing and PPE's are strongly encouraged even while outdoors.

Finance, Billing, and Permits:

How can I pay my Utility Bill?

1. **Online:** via Xpress Bill Pay <https://www.xpressbillpay.com/?org=Phoenixville10200#/>
2. You may also drop your non-cash payment in the silver drop box located across from the flag pole on the side of Borough Hall closest to the parking lot.
3. **By Phone:** Borough: (610) 933-8801 Ext. 210, Monday-Friday 8am - 4:30pm.
XPressBillPay: (888) – 416-1651 – In English and Español
4. **By Mail:** Remittance stub
Phoenixville Water Sewer Trash
P.O. Box 37829,
Baltimore, MD 21297-7829

How can I pay my tax bill?

1. Instructions to pay online can be found here
<http://www.phoenixville.org/2475/Pay-your-Taxes-Online>
2. For mailing instructions, visit the Tax Collector's webpage
<http://www.phoenixville.org/196/Taxes>

How can I renew my parking permit?

You can renew your parking permit online <https://www.tocite.net/phoenixvilleboro/Portal>

What is going on with Peddler's Permits?

As of March 16, 2020, the PUC suspended all door to door and in-person energy sales or marketing until the end of the declared emergency. As such, the Borough has rescinded existing peddlers' licenses and is not issuing new ones.

Sanitation:

Are you Collecting Yard Waste?

Yard Waste pickup ends for the year on October 30, 2020.

Is the Compost Site Open?

Yes Monday-Friday 7:00 am to 3:00 pm, No weekend hours beginning November 1, 2020.
Loose or biodegradable bags of yard waste can be dropped off by the resident.

Site will be closed on the following holidays: Veteran's Day (11/11/20), Thanksgiving and Black Friday (11/26/20 and 11/27/20), Christmas (12/25/2020) and News Year's Day (1/1/2021)

Are you Collecting Bulk Items?

To schedule a bulk pickup, please call the Borough's Main Number at 610-933-8801.

Are you Collecting Metal Items?

To schedule a metal pickup, please call the Borough's Main Number at 610-933-8801.

How can I Recycle Electronics?

Retrievr is a FREE service for residents to use that will take electronics and clothes and recycle them.

New appointments can be scheduled at any time. Please have patience during these first few weeks as we open new pickup slots to meet demand.

As we resume serving your community, our top priority is the health of our customers and employees. Our service was already relatively contact-free, and we have taken a few additional steps you might notice to make it even safer for everyone involved:

- All pickups will be contactless
 - If you requested that we ring your bell, we will reach out to confirm that you have the ability to leave your items on your porch or outside your garage.
 - For your safety and the safety of our driver, we are suspending the **Ring** option and ask that you not meet our driver at your door
- All employees must pass a temperature check (under 100.4) before reporting for work
- Employees feeling ill are required to stay home
- Drivers will disinfect the Retrievr truck before beginning their route
- Drivers will carry cleaning and disinfectant supplies in Retrievr trucks to disinfect collected items
- Drivers will use hand sanitizer after each collection
- Retrievr provides drivers with face masks, safety glasses, and gloves

You can find this information at [Retrievr.com](https://retrievr.com)

Codes, Zoning, & Planning

On April 23, 2020 the Wolf Administration Issued Guidance as Construction Industry Prepares to Resume Work May 1. To protect Borough Staff, the Borough will have limited personnel available beginning Monday, May 4 to issue permits. Further to provide additional protection of Staff while out on job sites, inspections will be limited. In the interest of individual safety, the Borough will work with construction firms to the greatest extent possible but reserves the right to pace the issuance of permits and inspections.

Submitting a Building Permit

Go [here](#) to select the permit you need to complete for the work to be done.

Make sure to include as much information as possible on the work to be performed, contact information for yourself and the contractor, should the office have questions. Emails are the best means of communication right now and all information should be directed to codes@phoenixville.org.

You may need to provide drawings or plans for the project please attach them along with the completed permit to codes@phoenixville.org. If the plans are too large or codes needs a hard copy they will contact you and provide instructions on how to get the items to us.

Once the permit has been reviewed and is approved you will be contacted to make payment for the permit so it can be issued.

You may call 610-933-8801 Ext 110 or 210 to make payment with a credit card, or checks for payment can be mailed to:

Attention: Permit Payment 351 Bridge Street, 2nd Floor, Phoenixville Pa 19460

Or dropped in the mailbox located out front of Borough Hall, this drop box is located adjacent to our parking lot across from the flag at the corner of the driveway.

Questions should be addressed to codes@phoenixville.org

General Questions

Are you accepting new Right to Know Requests?

Yes. Please visit our website at: <https://phoenixville.org/386/Right-to-Know-Request> for more information and to download the forms.

Questions regarding Right to Know Requests can be directed to manager@phoenixville.org

How can I report work being done against the Governor's guidelines?

If you or others become aware there are businesses that are not following the orders set forth by Governor Wolf, please contact the Police Department through the non-emergency phone number.