Borough of Phoenixville
Frequently Asked Questions
COVID-19 Pandemic
<mark>**As of: May 28, 2021**</mark>

Borough Offices & Facilities:

Is the Borough Office Open to the public?

As of June 1, 2021, Borough offices will be open Monday through Friday 9am to 3:30pm, with a closure from 12pm to 1pm for lunch. If you need to contact the Borough during off hours, please leave message and someone will return your call as soon as possible.

Are the Borough Parks & Schuylkill River Trail open?

Our parks and the trail remain open. We kindly ask that patrons of our parks and the trail follow current CDC guidelines and any masking protocols while visiting. Bathrooms and water fountains are also not in use at this time.

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 9am - 3:30pm.
     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 As such, the Borough has rescinded existing peddlers' licenses and is not issuing new ones.

Are you Collecting Yard Waste?

Yard Waste pickup ends for the year on the last week in October.

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 (11/11/21), Thanksgiving and Black Friday (11/25/21 and 11/26/21), Christmas Eve (12/24/2021) and News Year's Eve (12/312021)

Are you Collecting Bulk or Metal Items?

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

Codes, Zoning, & Planning

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