

Penn Waste Online Billing FAQs

Penn Waste offers a secure online billing and payment platform that allows you to create an account to view invoices and set up recurring auto-payments, or make one-time payments.

How to make a One-Time Payment

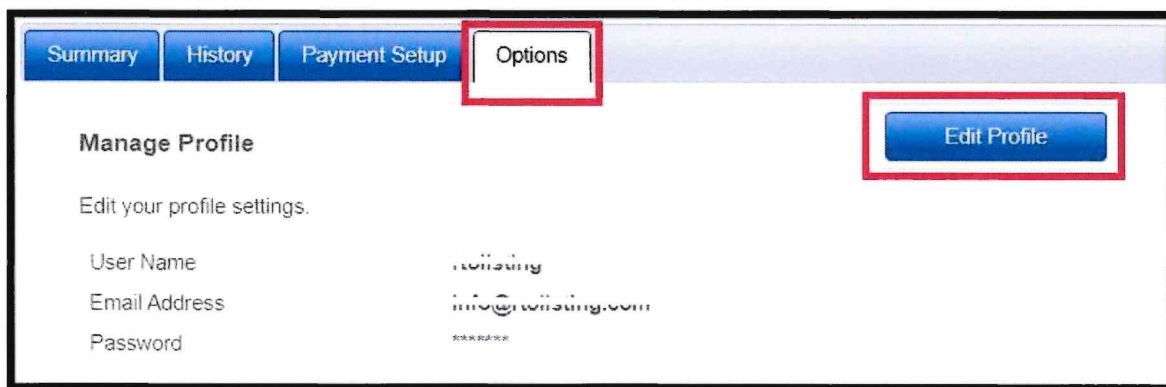
1. Go to PENNWASTE.BILLTRUST.COM and click on the **One Time Pay** button.
2. Enter your account number, payment amount and payment details and then click the **Next** button.
3. Review your information on the next screen, check off the box that indicates that you are not a robot, and then click the **Authorize** button.
4. You may print or save your confirmation of payment and then click the **Done** button.

How to create an account

1. Once you have a recent invoice handy, please visit our site at PENNWASTE.BILLTRUST.COM and click the **Enroll Now** button.
2. Enter your information on the Online Billing Enrollment Screen. Please hover over the Username Guidelines and Password Guidelines to ensure you are choosing compliant usernames and passwords. Click the Enroll button.
3. You will see a pop-up confirmation message informing you that an email has been sent to you with instructions on how to activate your account. Please follow the instructions in the email to activate your account.

How to change your account information

1. Sign into your account.
2. Navigate to the Options tab and click on Edit Profile.



3. Change your information and click the Save button.

How to make a payment

To make an online payment, you must first set up your Payment information.

1. Sign into your account and click on the **Payment Setup** tab.
2. Choose your payment method and click on either Add Checking Account or Add Credit Card Account. You may add both options.
3. Enter your information and click the **Save** button.
4. You have the option to **Edit** or **Delete** your payment information at any time.

How to edit your payment information

If you need to edit or delete your payment information at any time, please sign into your account and click the **Payment Setup** tab. Your Payment Account(s) will be listed, and you will have an option to Edit or Delete your account(s). Once you have made the necessary changes, click the **Save** button to update your account.

How to add or set-up Auto-Payments

Auto-payments (also called automatic payments or autopay) are payments that are automatically withdrawn from your bank account or charged to your card on a scheduled basis without you having to manually submit a payment each time.

1. Sign into your account, be sure you have a payment method set up, and then click the **Options** tab. (To set up your payment method, please click the **Payment Setup** tab and enter your information).
2. Within the **Options** tab, you will see **Manage Profile** and **Account Settings**.
3. To set up a recurring payment or auto-pay, navigate to **Account Settings**, and click the **Edit** link.

Summary History Payment Setup **Options**

Manage Profile [Edit Profile](#)

Edit your profile settings.

User Name necoby
Email Address necob@billerust.com
Password *****

Account Settings [Link an Account](#)

Manage account specific settings such as auto-payment rules and other options.

Friendly Name	Account Number	Auto-Pay Rule	Receive Paper Bills	Email Confirmations	Actions
My Main Account	00710101	None	No	Yes	Edit

4. Under the **Manage Auto-Pay Rule**, enter a Payment Threshold and choose the Payment Account (Bank or Credit Card).

Edit Account Settings (00000000)

Account Settings

Friendly Name: My Main Account

Receive Paper Bills: No

Email Payment Confirmations: Yes

Manage Auto-Pay Rule

Set up auto-pay to pay your bills automatically as long as the bill amount is below the payment threshold.

Payment Threshold: 50.00 [Threshold Guidelines](#)

Payment Account: Trash bill [Payment Account Guidelines](#)

Terms and Conditions

You authorize us to automatically debit the amount due if it is under the payment threshold specified or other criteria you specify from the designated bank account or credit card each billing period. The amount to be paid will not exceed the payment threshold that is defined by you. You will receive a bill that will advise you on the amount as well as the due date during each billing period. You also agree to the terms and conditions of the Subscriber Agreement.

I authorize Penn Waste to electronically debit/charge my account (and, if necessary, electronically credit my account to correct erroneous debits as indicated on the input form above). I understand that this authorization will remain in full force and effect until I notify Penn Waste that I wish to revoke this authorization by canceling the recurring payment rule or calling Penn Waste customer service to cancel future payments. After clicking Save or Authorize you will see a summary of the transaction details. We recommended you print / save these details for your records.

5. Check off the box for the Terms and Conditions and then click the **Save** button.
6. For additional information, please review our Payment Threshold Guidelines.

Auto-Pay and Payment Threshold Guidelines

1. Set Your Payment Threshold

Enter a payment threshold amount that will cover your expected monthly bill. Any invoice that is at or below this threshold will be automatically paid before the due date.

2. Adjust for Price Changes

Rates increase twice per year (**January and July**). You must update your payment threshold accordingly. If your threshold is lower than your invoice amount, the auto-payment will not process, and your account will show a balance due.

3. If an Auto-Payment Fails

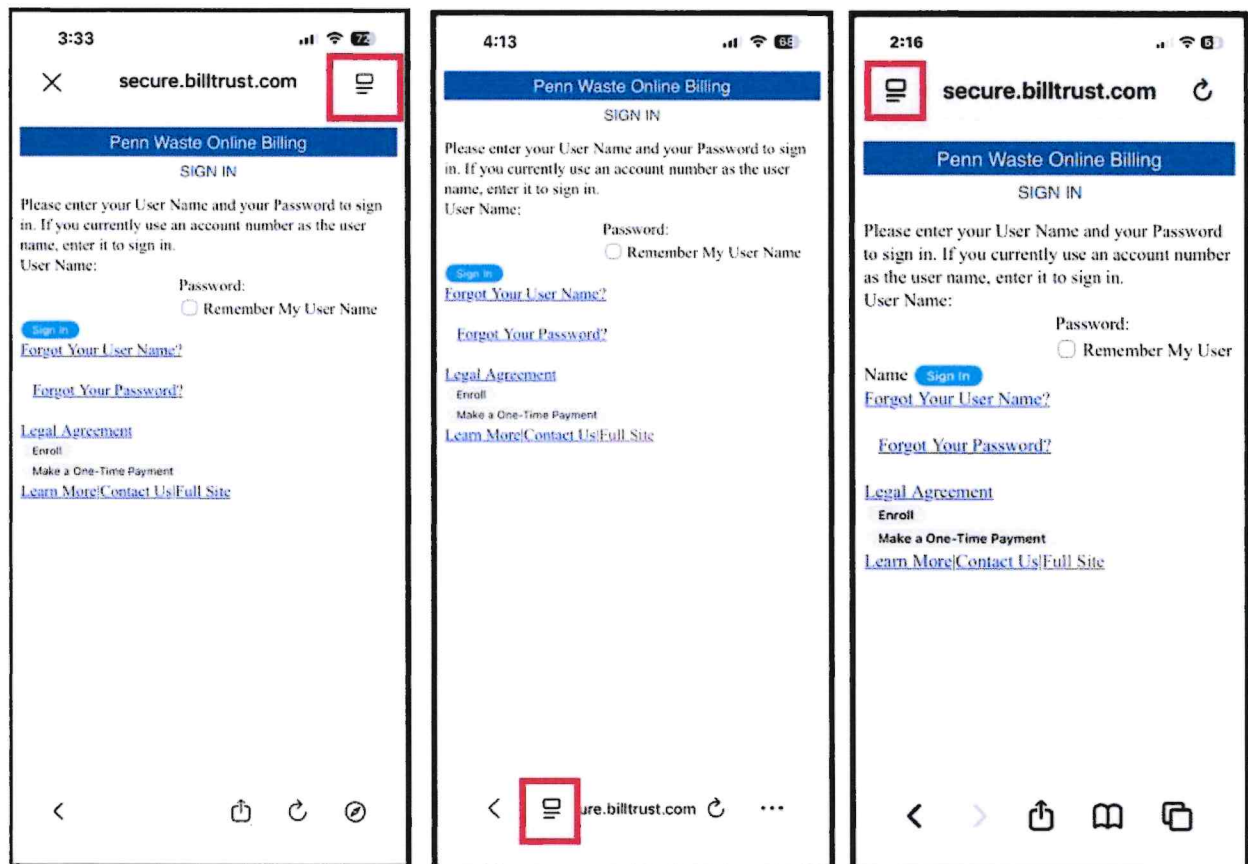
If your auto-payment fails because your invoice exceeds your payment threshold, you will need to submit a one-time payment for the outstanding balance due.

4. Update Your Threshold After Payment

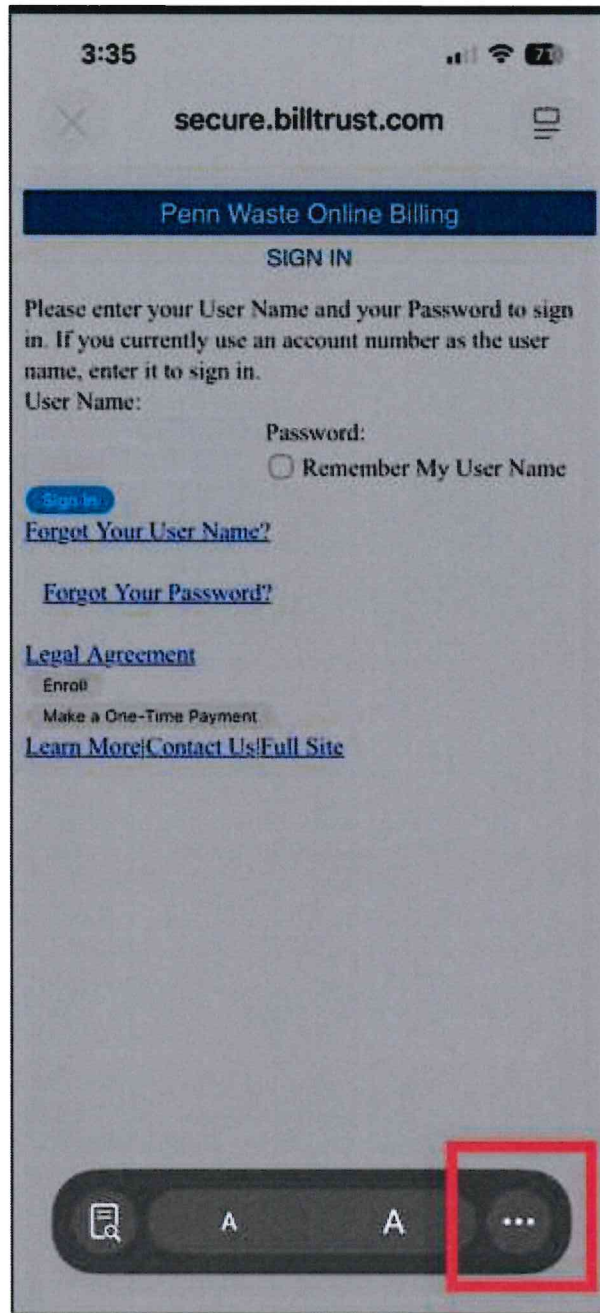
After making the one-time payment for the outstanding balance, please increase your payment threshold to reflect the new billing amount to prevent future payment failures.

Access on your iPhone

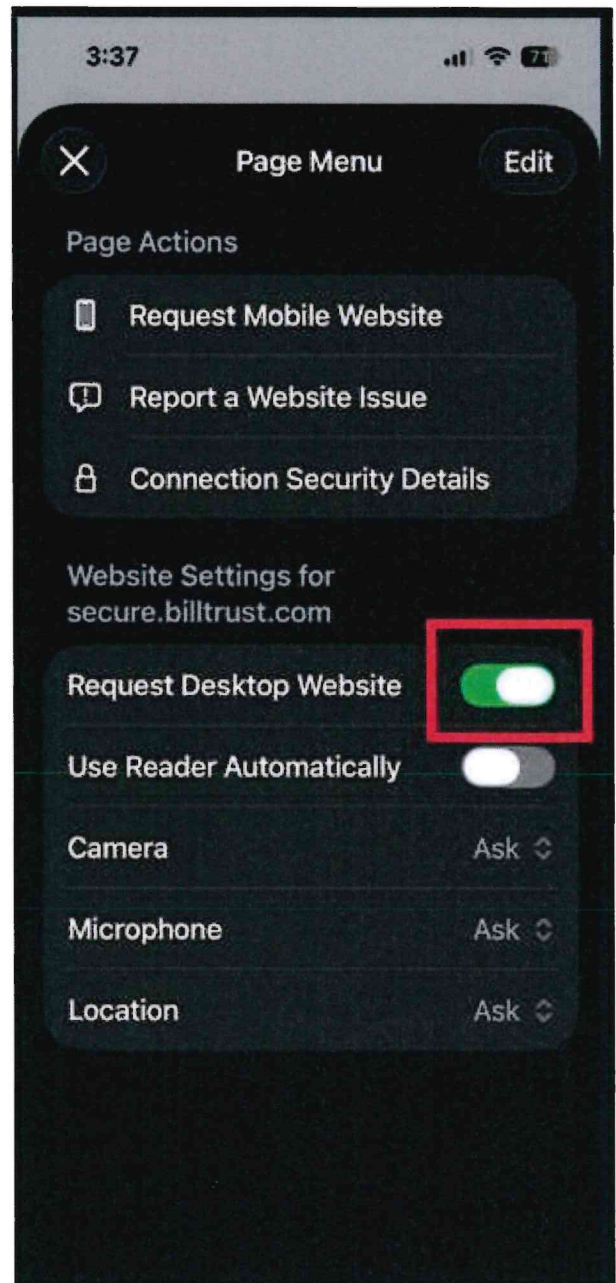
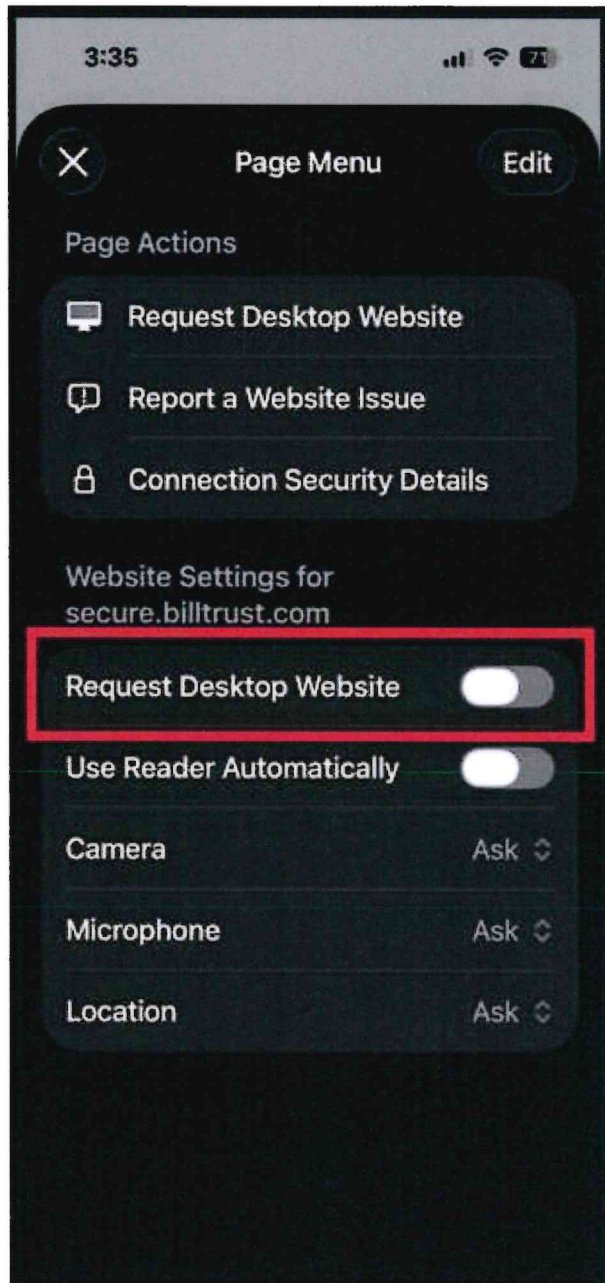
1. Open **Safari** and go to PENNWASTE.BILLTRUST.COM.
2. If the page does not display correctly, you may need to switch to the desktop version of the site. Tap the Reader View icon in the address bar. It may appear in different places depending on your display.



3. Then click on the Ellipsis or More Options Menu (three-dot menu).



4. Slide the toggle to enable the Request Desktop Website version on the phone and then click the X button on the top left to save your preferences.



5. Once enabled, you can sign in, enroll or make a one-time payment.



A \$3.00 CONVENIENCE FEE WILL BE CHARGED ON PAYMENTS MADE BY CREDIT CARD.

Sign In

User Name

Password

Remember My User Name

[Sign In](#)

[Did you forget your User Name?](#)

[Did you forget your Password?](#)

Need an Online Billing
Account?

[Enroll Now](#)

Want to make a payment?

[One Time Pay](#)

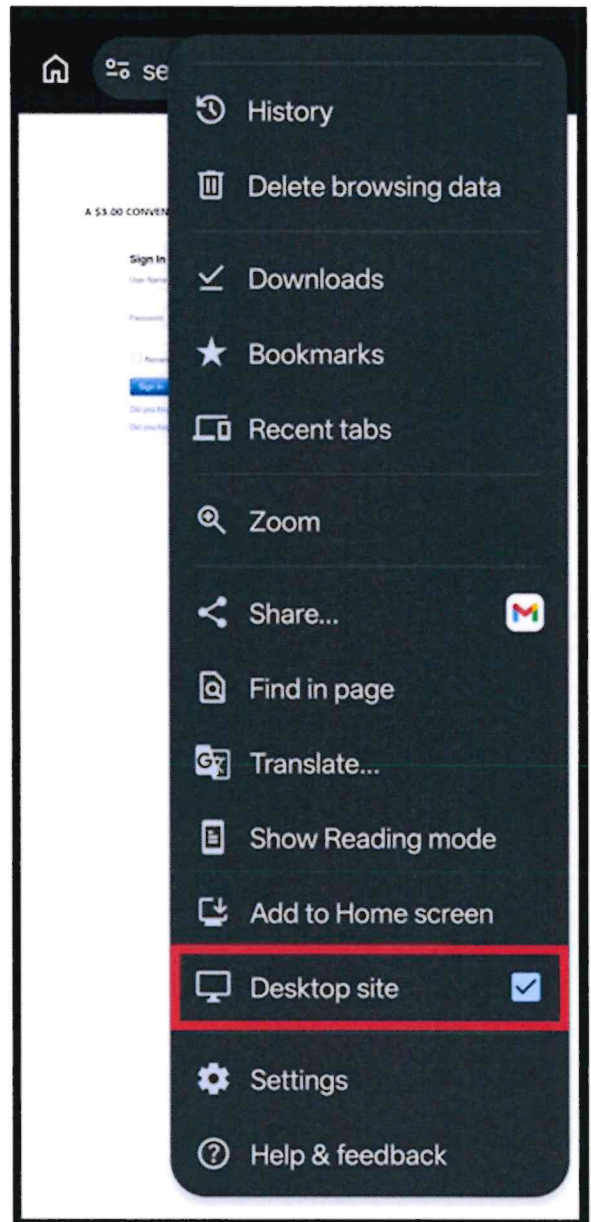
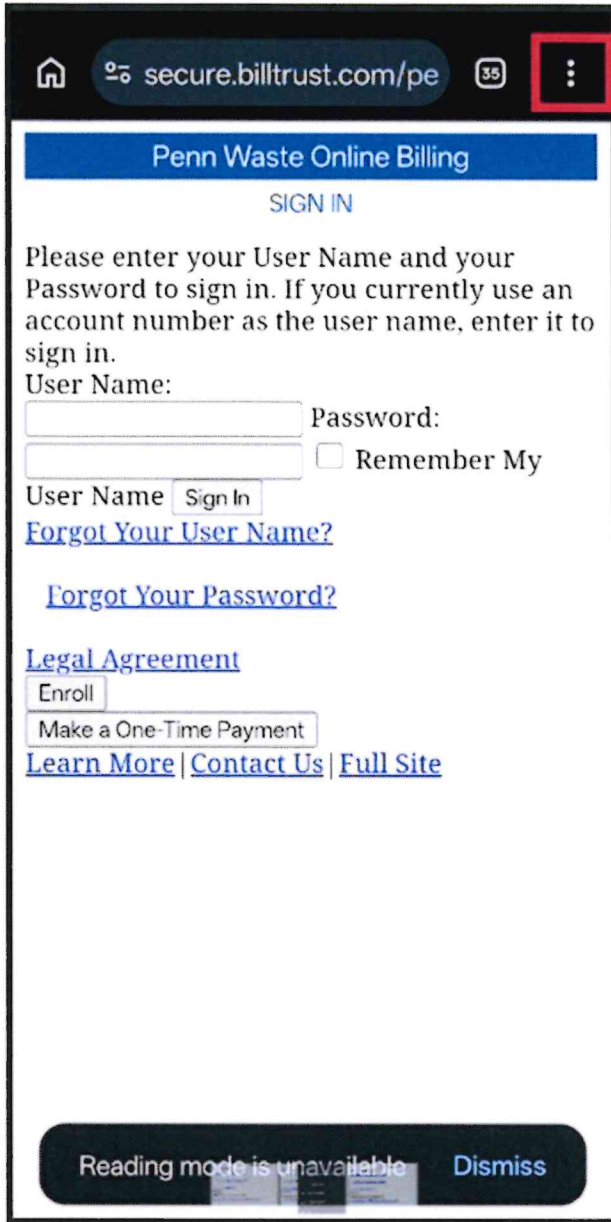
Access on your Android phone

If you are using an Android operating system, you have the option to sign into our site using Chrome, Firefox, or Edge. If the page does not display correctly, you may need to switch to the desktop version of the site.

1. Go to PENNWASTE.BILLTRUST.COM.

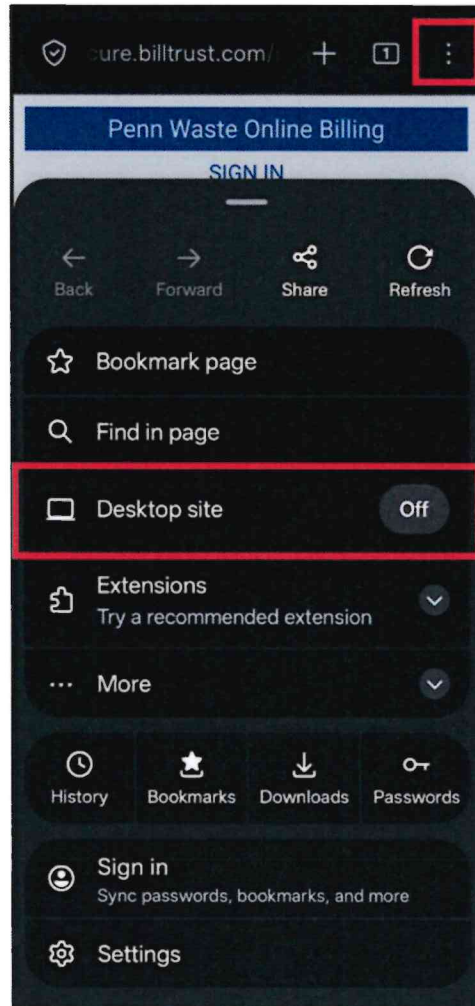
Chrome users:

Click on the three dots on the top right and then scroll down the menu to enable the Desktop site option.



Firefox users:

Tap the three dots on the top right and then turn the Desktop Site option On.



Microsoft Edge users:

Select the 3 lines on the bottom right to go to your Settings and then choose the View Desktop Site option.

Penn Waste Online Billing

SIGN IN

Please enter your User Name and your Password to sign in. If you currently use an account number as the user name, enter it to sign in.

User Name:

Password:

Remember My

User Name

[Forgot Your User Name?](#)



Sign in to sync your history, favorites, and more.



Favorites



History



Downloads



Settings



Home



New InPrivate Tab



Add to favorites



Drop



View desktop site



Delete data



Extensions



Share