

Understanding Your Water Bill

Please click on the numbers to view explanation.



For Service To: John Doe
123 Main Street

John Doe
123 Main Street
Anywhere, PA 19000

Account Number: 333333-333333

Billing Date: 6/19/2020

Due Date: 7/17/2020

Total Amount Due \$52.44

The balance due will be automatically withdrawn from your account on 07/17/2020

SAMPLE MESSAGE

Please check the Authority's website at npwa.org for information or to pay your bill on-line.

Meter Information

Current Reading 05/20/2020 60,700

Previous Reading 02/24/2020 59,600

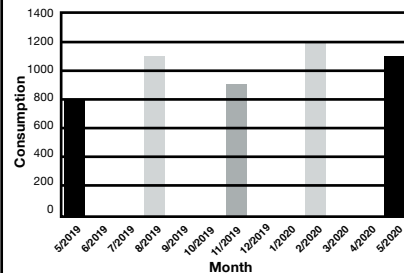
Consumption in Cubic Feet 1,100

85 Days

= 8,229 Gallons

Prior Bill Due	04/17/2020	
Previous Charges	03/20/2020	56.38
Payment Received	04/02/2020	56.38
Balance		0.00
Current Charges		
Customer Charge (5/8 in. meter)56892052		9.10
Consumption Charge (1100CF @0.0394)		43.34
Balance Due On or Before	07/17/2020	52.44
Balance Due After	07/17/2020	52.44

Historical Consumption



SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION



Please detach along perforation and return this portion with your payment. Keep top portion for your records.

For Service To:
John Doe
123 Main Street

Please make check or money order payable to **North Penn Water Authority**. Please write your account number on the check.

Account Number: 333333-333333

Due Date: 7/17/2020

Total Amount Due: \$52.44



Amount Enclosed:

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1. Service Address – Address where water service is provided.

1 For Service To: John Doe
123 Main Street

2 John Doe
123 Main Street
Anywhere, PA 19000

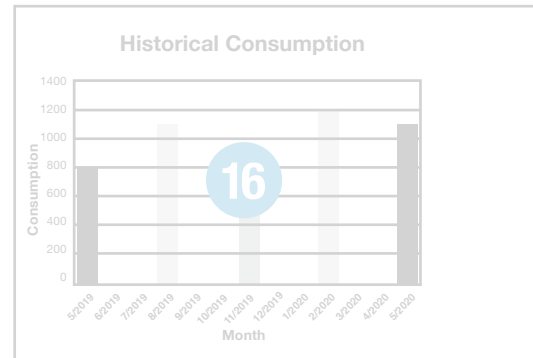
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6 Total Amount Due \$52.44
8 The balance due will be automatically withdrawn from your account on 07/17/2020

9 SAMPLE MESSAGE

Please check the Authority's website at npwa.org for information or to pay your bill on-line.

10 Meter Information
Current Reading 05/20/2020 60,700
Previous Reading 02/24/2020 59,600
Consumption in Cubic Feet 1,100
85 Days **12** = 8,229 Gallons

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Consumption Charge (1100CF @0.0394) 43.34
15 { Balance Due On or Before 07/17/2020 52.44
Balance Due After 07/17/2020 52.44
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Account Number: 333333-333333
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3 Account Number: 333333-333333
4 Billing Date: 6/19/2020
5 Due Date: 7/17/2020
6 Total Amount Due \$52.44
7 The balance due will be automatically withdrawn from your account on 07/17/2020

1 **2. Customer Name and Billing Address** – Name of person or company responsible for paying bill, and the address where the bill is sent.

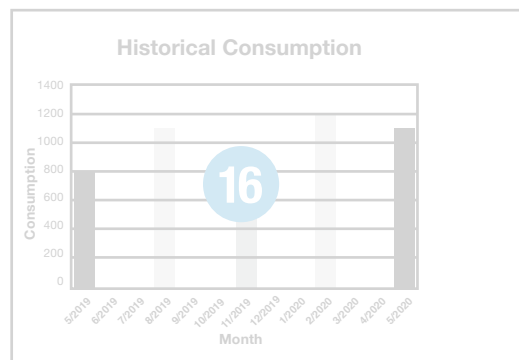
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3. Account Number – Number that NPWA Customer Service uses to bill. Please provide this number when contacting the Authority office by telephone or mail.



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2 John Doe
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Anywhere, PA 19000

3
4 **Account Number:** 333333-333333

5 **Billing Date:** 6/19/2020

6 **Due Date:** 7/17/2020

8 **Total Amount Due** \$52.44

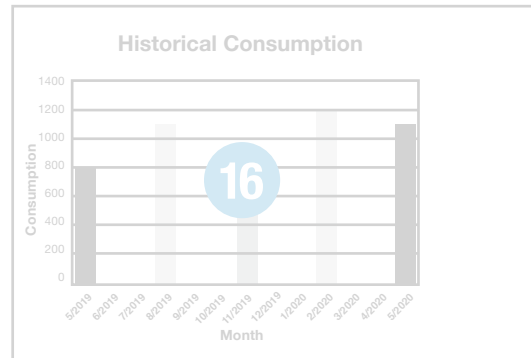
The balance due will be automatically withdrawn from your account on 07/17/2020

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SAMPLE MESSAGE

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Current Reading 05/20/2020 60,700
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85 Days **12** = **11** 8,229 Gallons

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4. Billing Date – Date on which bills are printed.

3

4	Account Number:	333333-333333
5	Billing Date:	6/19/2020
6	Due Date:	7/17/2020
8	Total Amount Due	\$52.44

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Consumption in Cubic Feet		1,100

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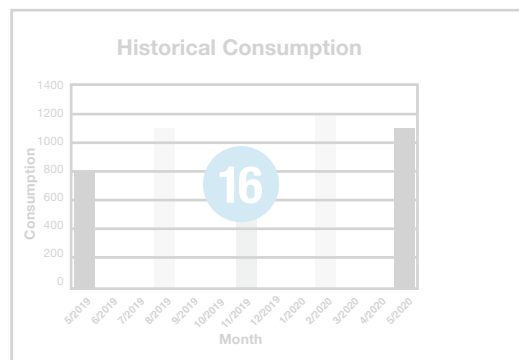
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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5. Due Date – Date payment must be received by NPWA. Payments received after this date will be charged a penalty fee/late charge.

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Due Date: 7/17/2020
Total Amount Due \$52.44

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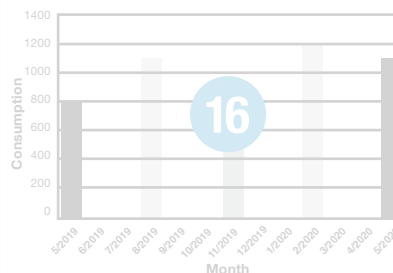
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4
5 **6. Total Amount Due and Balance Due On or Before Date** – Total balance due on account when received by due date.

6 **Total Amount Due \$52.44**

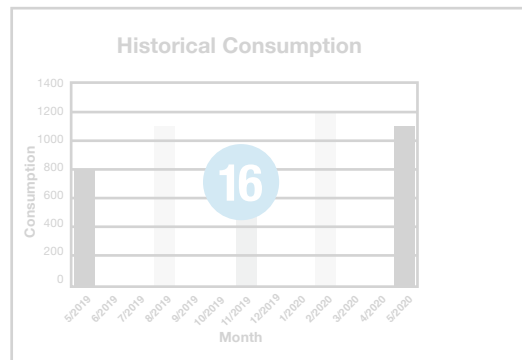
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10 Meter Information

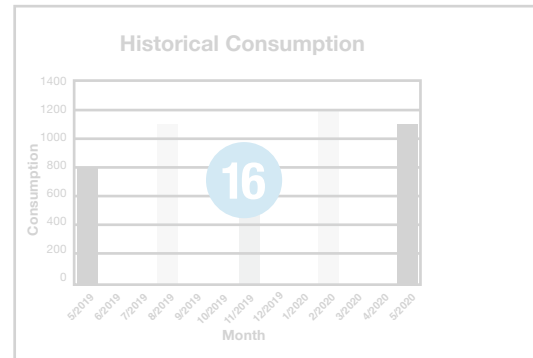
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Previous Reading	02/24/2020	59,600
Consumption in Cubic Feet		1,100

= 8,229 Gallons

13 { Prior Bill Due 04/17/2020
14 { Previous Charges 03/20/2020 56.38
15 { Payment Received 04/02/2020 56.38
Balance 0.00
Customer Charge (5/8 in. meter) 9.10
Penalty Charge (over 60 days) 43.34

7. Balance Due After Date - Total balance due, including penalty/late charge, on account when received after due date.

Balance Due On or Before 07/17/2020	52.44
Balance Due After 07/17/2020	52.44



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3 **4** **5** **6** **7** **8** **9** **10** **11** **12** **13** **14** **15** **16** **17**

8. ACH – If customer elects automatic withdrawal from a checking account, a message indicating the date the payment will be withdrawn will appear on the bill.

Total Amount Due \$52.44

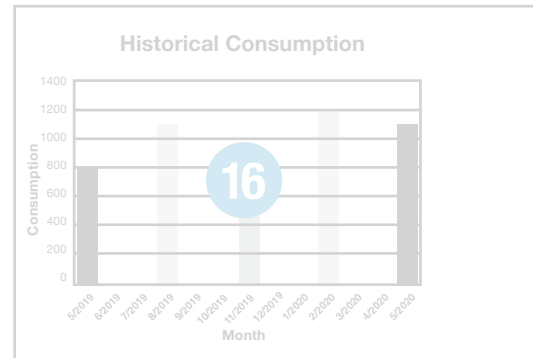
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For Service To: John Doe
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Account Number: 333333-333333

Due Date: 7/17/2020

Total Amount Due: \$52.44

9. **Message Box** – Area for important information for customers, such as hydrant flushing, community events, and current water supply status.

The balance due will be automatically withdrawn from your account on 07/17/2020.

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SAMPLE MESSAGE

Please check the Authority's website at npwa.org for information or to pay your bill on-line.

10

Meter Information

Current Reading	05/20/2020	60,700
Previous Reading	02/24/2020	59,600
Consumption in Cubic Feet		1,100

11

= 8,229 Gallons

13

Prior Bill Due	04/17/2020	
Previous Charges	03/20/2020	56.38
Payment Received	04/02/2020	56.38
Balance		0.00

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Current Charges		
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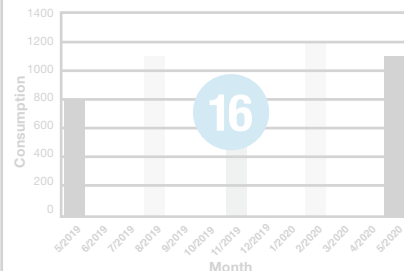
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Historical Consumption



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9 SAMPLE MESSAGE

Please check the Authority's website at npwa.org for information or to pay your bill on-line.

10. Consumption in Cubic Feet – Determination of cubic feet of water consumed during the billing period.

10	Meter Information		
	Current Reading	05/20/2020	60,700
	Previous Reading	02/24/2020	59,600
	Consumption in Cubic Feet		1,100

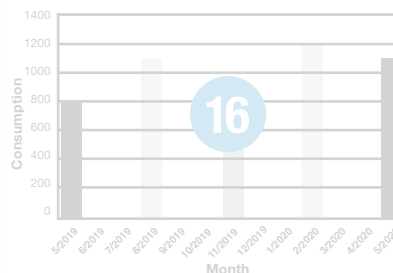
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11. Gallons – While our water meters show readings in cubic feet, we have performed the mathematic conversion of cubic feet reading into gallons for ease of reference. Customers have indicated that gallons are a unit of measurement more clearly understood.

10

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Consumption in Cubic Feet 1,100
85 Days

11

= 8,229 Gallons

13

14

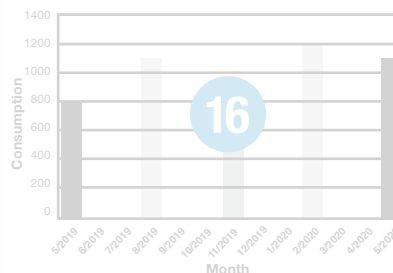
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Meter Information

Current Reading 05/20/2020 60,700
Previous Reading 04/17/2020 59,600
Consumption in Cubic Feet 1,100 = 8,229 Gallons

12. Days - Represents number of days in billing cycle.

85 Days

12

13

14

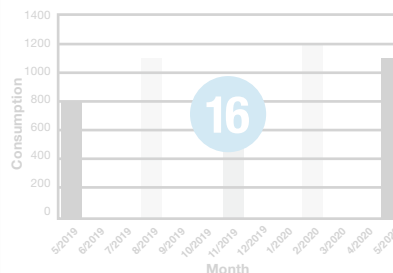
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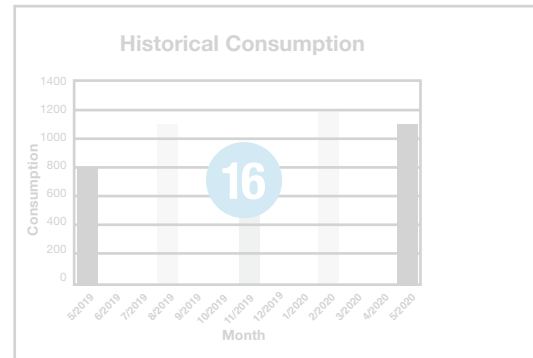
Please check the Authority's website at npwa.org for information or to pay your bill on-line.

Meter Information

10 **13. Prior Bill Due** - Section shows Previous Charges, with penalties, if any, less Payment Received, for the Balance Due prior to current billing.

Current Reading 60,700
Prior Reading 59,600
Difference 1,100
11 = 8,229 Gallons

13	Prior Bill Due	04/17/2020	
	Previous Charges	03/20/2020	56.38
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123 Main Street

2 John Doe
123 Main Street
Anywhere, PA 19000

3

4

5

6

8

Account Number: 333333-333333

Billing Date: 6/19/2020

Due Date: 7/17/2020

Total Amount Due \$52.44

The balance due will be automatically withdrawn from your account on 07/17/2020

9

SAMPLE MESSAGE

Please check the Authority's website at npwa.org for information or to pay your bill on-line.

10

Meter Information

Current Reading	05/20/2020	60,700
Previous Reading	02/24/2020	59,600
Consumption in Cubic Feet		1,100

85 Days

11

= 8,229 Gallons

14. Customer Charge – Based on the size of the meter and is used to cover administrative, billing, meter reading, and meter maintenance costs.

1

14

Current Charges	04/17/2020	56.38
Previous Charges	03/20/2020	56.38
Payment Received	04/02/2020	56.38
Balance		0.00
Current Charges		
Customer Charge (5/8 in. meter)56892052		9.10
Consumption Charge (1100CF @0.0394)		43.34

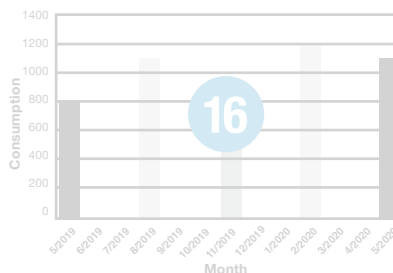
15

6

7

Balance Due On or Before	07/17/2020	52.44
Balance Due After	07/17/2020	52.44

Historical Consumption



SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION



Please detach along perforation and return this portion with your payment. Keep top portion for your records.

For Service To:
John Doe
123 Main Street

Please make check or money order payable to North Penn Water Authority. Please write your account number on the check.

17

Account Number: 333333-333333

Due Date: 7/17/2020

Total Amount Due: \$52.44



Amount Enclosed:

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Understanding Your Water Bill

Please click on the numbers to view explanation.



1 For Service To: John Doe
123 Main Street

2 John Doe
123 Main Street
Anywhere, PA 19000

3 Account Number: 333333-333333
4 Billing Date: 6/19/2020
5 Due Date: 7/17/2020
6 Total Amount Due \$52.44
8 The balance due will be automatically withdrawn from your account on 07/17/2020

9 SAMPLE MESSAGE

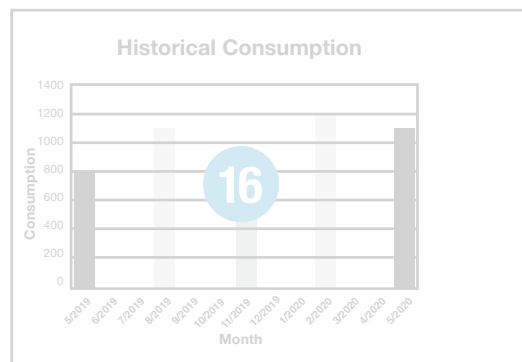
Please check the Authority's website at npwa.org for information or to pay your bill on-line.

10 Meter Information
Current Reading 05/20/2020 60,700
Previous Reading 02/24/2020 59,600
Consumption in Cubic Feet 1,100
85 Days **12** = 8,229 Gallons

13 Prior Bill Due 04/17/2020 56.38
14 Previous Reading 05/20/2020 56.38
15. Consumption Charge - Water Usage - \$3.47 per 100 cubic feet or \$4.64 per 1,000 gallons. One cubic foot of water (ft³) = approximately 7.5 gallons. 0.00

Current Charges
Customer Charge (5/8 in. meter) 56892052 9.10
Consumption Charge (1100CF @ 0.0394) 43.34

15 Balance Due On or Before 07/17/2020 52.44
Balance Due After 07/17/2020 52.44



SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION



Please detach along perforation and return this portion with your payment. Keep top portion for your records.

For Service To:
John Doe
123 Main Street

Please make check or money order payable to North Penn Water Authority. Please write your account number on the check.

17

Account Number: 333333-333333
Due Date: 7/17/2020
Total Amount Due: \$52.44



Amount Enclosed:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Understanding Your Water Bill

Please click on the numbers to view explanation.



1 For Service To: John Doe
123 Main Street

2 John Doe
123 Main Street
Anywhere, PA 19000

3

4

5

6

8

Account Number: 333333-333333

Billing Date: 6/19/2020

Due Date: 7/17/2020

Total Amount Due \$52.44

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SAMPLE MESSAGE

Please check the Authority's website at npwa.org for information or to pay your bill on-line.

10

Meter Information
Current Reading 05/20/2020 60,700
Previous Reading 02/24/2020 59,600
Consumption in Cubic Feet 1,100
85 Days

12

13

14

15

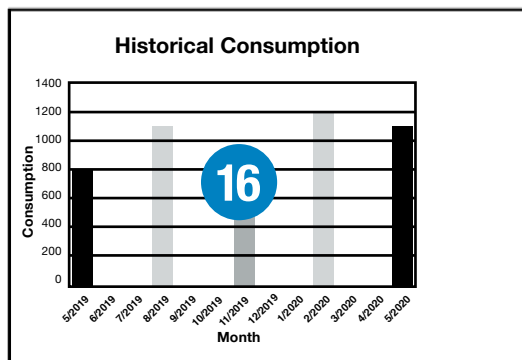
6

7

Prior Bill Due 04/17/2020
Previous Charges 03/20/2020 56.38
Payment Received 04/02/2020 56.38
Balance 0.00
Current Charges
Customer Charge (5/8 in. meter) 56892052 9.10
Consumption Charge (1100CF @ 0.0394) 43.34
Balance Due On or Before 07/17/2020 52.44
Balance Due After 07/17/2020 52.44

11

16. Historical Consumption - Chart depicting customer usage during prior 13 months.



SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION



Please detach along perforation and return this portion with your payment. Keep top portion for your records.

For Service To:
John Doe
123 Main Street

Please make check or money order payable to North Penn Water Authority. Please write your account number on the check.

17

Account Number: 333333-333333

Due Date: 7/17/2020

Total Amount Due: \$52.44



Amount Enclosed:

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Understanding Your Water Bill

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Anywhere, PA 19000

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Account Number: 333333-333333

Billing Date: 6/19/2020

Due Date: 7/17/2020

Total Amount Due \$52.44

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SAMPLE MESSAGE

Please check the Authority's website at npwa.org for information or to pay your bill on-line.

10

Meter Information

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Consumption in Cubic Feet 1,100

85 Days

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= 8,229 Gallons

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13

Prior Bill Due 04/17/2020

Previous Charges 03/20/2020 56.38

Payment Received 04/02/2020 56.38

Balance 0.00

14

Current Charges

Customer Charge (5/8 in. meter) 56892052 9.10

Consumption Charge (1100CF @ 0.0394) 43.34

15

Balance Due On or Before 07/17/2020 52.44

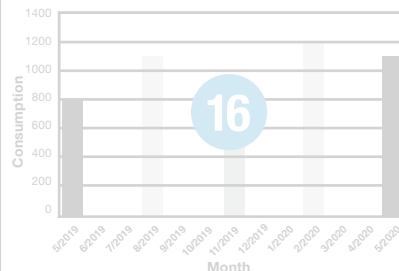
Balance Due After 07/17/2020 52.44

6

7

17. Tear-off bottom portion – Bottom portion repeats pertinent account information for use by Customer Service Department. Please return this portion of the bill with your payment, and keep the top portion for your records.

Historical Consumption



SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION



Please detach along perforation and return this portion with your payment. Keep top portion for your records.

For Service To:
John Doe
123 Main Street

17

Please make check or money order payable to **North Penn Water Authority**. Please write your account number on the check.

Account Number: 333333-333333

Due Date: 7/17/2020

Total Amount Due: \$52.44



Amount Enclosed:

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Back of bill

Contact Information

Customer Service – You can reach our Customer Service Department at 215-855-3617 option 3, M – F 8:30 am to 4:30 pm.

Payment Mailing Address – Mail all bill payments to North Penn Water Authority, P.O. Box 667, Souderton, PA 18964-0667.

Correspondence Mailing Address – Mail all correspondence to North Penn Water Authority, 300 Forty Foot Road, Lansdale, PA 19446-0813.

Office Location – The office is located at 300 Forty Foot Road near the intersection of Allentown and Forty Foot Roads in Towamencin Township.

“AFTER-HOURS” EMERGENCY ONLY – Call 215-855-9945 to report a water-related emergency and obtain assistance.

Understanding Your Bill

Customer Charge – The charge is based on the size of the meter and is used to cover administrative, billing, meter reading and maintenance costs.

Consumption Charge – The charge for water used.

NOTICE: A 10% PENALTY IS ADDED IF THE BILL IS NOT PAID ON OR BEFORE THE DUE DATE.

You may also visit our web site at www.npwa.org for additional information.

Payment Options

Mail-In – Mail your check or money order along with the payment stub, in the supplied envelope, to North Penn Water Authority, P.O. Box 667, Souderton, PA 18964-0667.

Walk-In – Pay your bill at the North Penn Water Authority office M – F 8:30 am to 4:30 pm. The office is located near the intersection of Allentown and Forty Foot Roads in Towamencin Township. After-hours “drop box” is also located at the front entrance of the office.

Credit Card – (DISCOVER, MASTERCARD AND VISA ONLY)

Call-In – Call 215-855-3617 option 4 to use our Interactive Voice Response system 24/7, or option 3, M – F 8:30 am to 4:30 pm, to speak to a Customer Service Representative.

Online Bill Payment – To pay online, go to www.npwa.org and click on the “Pay Bill” link in the upper right corner of any page.