

## Contact Information

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**Customer Service** – You can reach our Customer Service Department at 215-855-3617 option 3, Monday - Friday, 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

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**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 [npwa.org](http://npwa.org) for additional information.

## Payment Options:

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**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, Monday - Friday, 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.

**Online** – Using our Customer Portal ([npwa.org/online-bill-pay](http://npwa.org/online-bill-pay)), you may pay online using credit card, E-Check, Google and Apple Pay, PayPal and Venmo.

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