

# 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

**3**  
**4**  
**5**  
**6**  
**8**

Account Number: 333333-333333  
Billing Date: 6/19/2022  
Due Date: 7/17/2022  
Total Amount Due \$56.81

The balance due will be automatically withdrawn from your account on 07/17/2022

**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	05/20/2022	60,700	
Previous Reading	02/24/2022	59,600	
Consumption in Cubic Feet		1,100	=
85 Days			8,229 Gallons

**12**

Prior Bill Due	04/17/2022	
Previous Charges	03/20/2022	56.38
Payment Received	04/02/2022	56.38
Balance		0.00

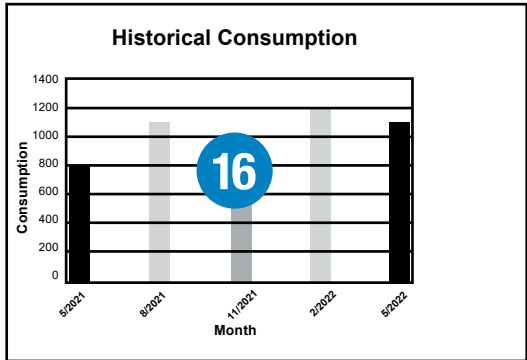
**13**

Current Charges		
Customer Charge (5/8 in. meter)56892052		12.15
Consumption Charge (1100CF @0.0406)		44.66

**14**  
**15**

Balance Due On or Before	07/17/2022	56.81
Balance Due After	07/17/2022	62.49

**6**  
**7**



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**

Account Number: 333333-333333  
Due Date: 7/17/2022  
Total Amount Due: \$56.81



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

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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

- 3** Account Number: 333333-333333
- 4** Billing Date: 6/19/2022
- 5** Due Date: 7/17/2022
- 6** Total Amount Due \$56.81
- 8** The balance due will be automatically withdrawn from your account on 07/17/2022

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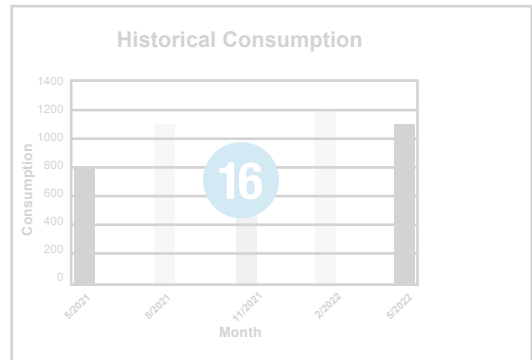
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Consumption Charge (1100CF @0.0406)		44.66
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Balance Due After	07/17/2022	62.49

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Account Number: 333333-333333  
Due Date: 7/17/2022  
Total Amount Due: \$56.81



Amount Enclosed:

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**3** Account Number: 333333-333333  
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**5** Due Date: 7/17/2022  
**8** Total Amount Due: \$56.81  
 The balance due will be automatically withdrawn from your account on 07/17/2022

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

**2** John Doe  
123 Main Street  
Anywhere, PA 19000

**9**  
**SAMPLE MESSAGE**  
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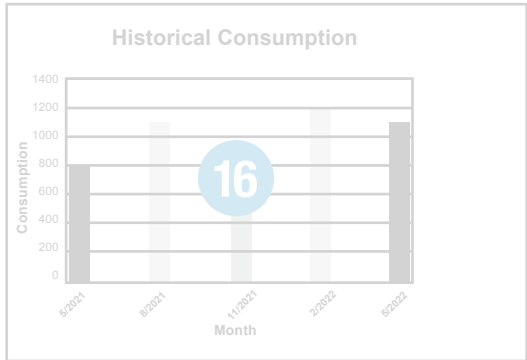
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Due Date: 7/17/2022  
Total Amount Due: \$56.81



Amount Enclosed:

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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.



**3** Account Number: 333333-333333  
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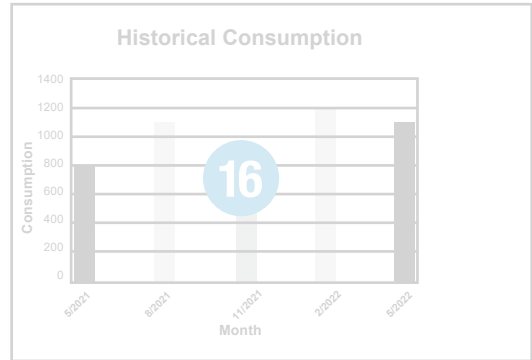
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**4. Billing Date** – Date on which bills are printed.

**4** Account Number: 333333-333333  
**5** Billing Date: 6/19/2022

**5** Due Date: 7/17/2022  
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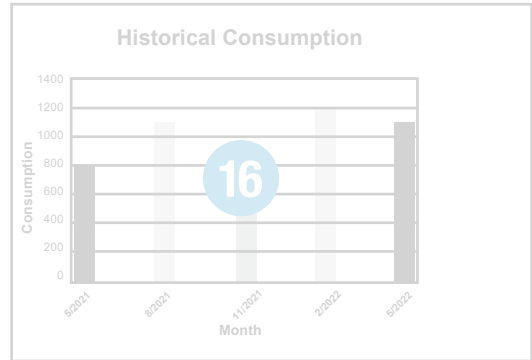
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**5. Due Date** – Date payment must be received by NPWA. Payments received after this date will be charged a penalty fee/late charge.

<b>4</b>	<b>Account Number:</b>	<b>333333-333333</b>
<b>5</b>	<b>Billing Date:</b>	<b>6/19/2022</b>
<b>5</b>	<b>Due Date:</b>	<b>7/17/2022</b>
<b>6</b>	<b>Total Amount Due</b>	<b>\$56.81</b>

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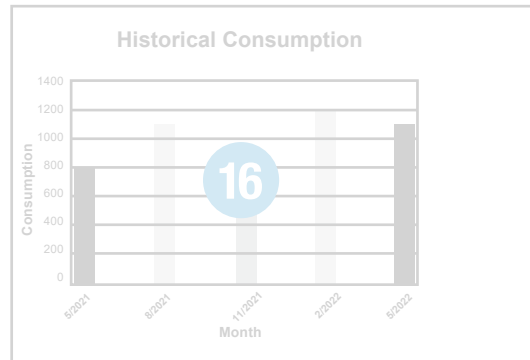
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**4**  
**6. Total Amount Due and Balance Due On or Before Date** – Total balance due on account when received by due date.

**6** Total Amount Due **\$56.81**  
The balance due will be automatically withdrawn from your account on 07/17/2022

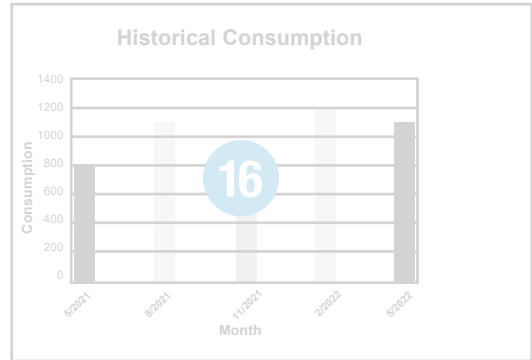
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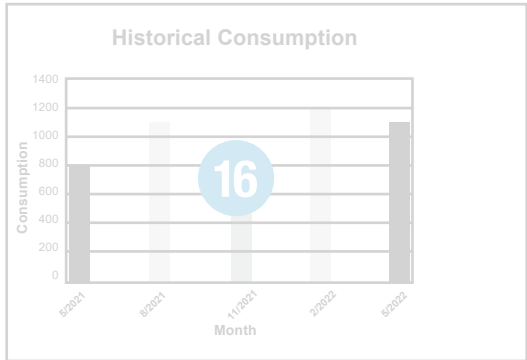
**10** Meter Information  
 Current Reading 05/20/2022 60,700  
 Previous Reading 02/24/2022 59,600  
 Consumption in Cubic Feet 1,100  
 85 Days = **11** 8,229 Gallons

**13** { Prior Bill Due 04/17/2022  
 Previous Charges 03/20/2022 56.38  
 Payment Received 04/02/2022 56.38  
 Balance 0.00

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

**14** Current Charges  
**15** Customer Charge (3/8 in. meter) 12.15  
 Late Charge (1100CF @0.0406) 44.66

**6** Balance Due On or Before 07/17/2022 56.81  
**7** Balance Due After 07/17/2022 62.49



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3  
4  
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.

1 For Service To: John Doe  
123 Main Street

2 John Doe  
123 Main Street  
Anywhere, PA 19000

6 The balance due will be automatically withdrawn from your account on 07/17/2022

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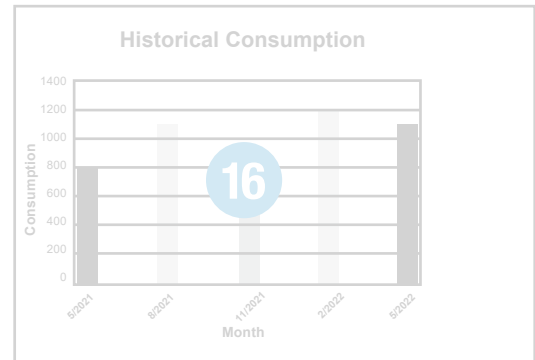
15

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**3** Account Number: 333333-333333  
**4** Billing Date: 6/18/2022  
**5** Due Date: 7/17/2022  
**6** The balance due will be automatically withdrawn from your account on 7/17/2022.  
**8** **9. Message Box** – Area for important information for customers, such as hydrant flushing, community events, and current water supply status.

**9**

### SAMPLE MESSAGE

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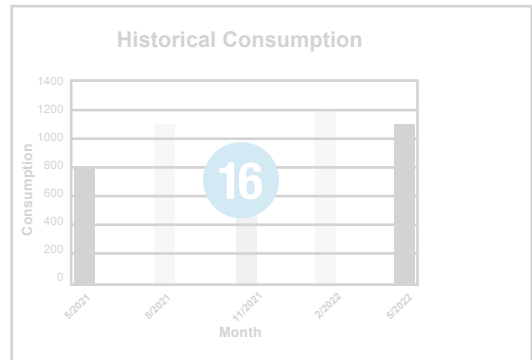
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## 10. Consumption in Cubic Feet – Determination of cubic feet of water consumed during the billing period.

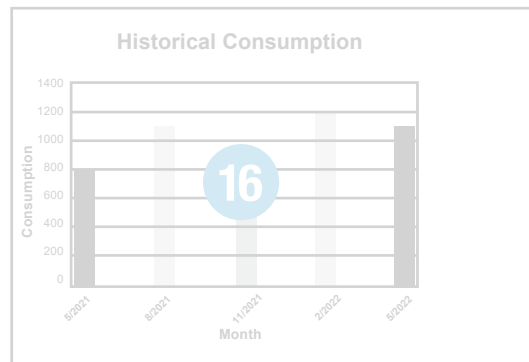
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	Consumption in Cubic Feet		1,100

85 Days

**11**  
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**9**  
**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.

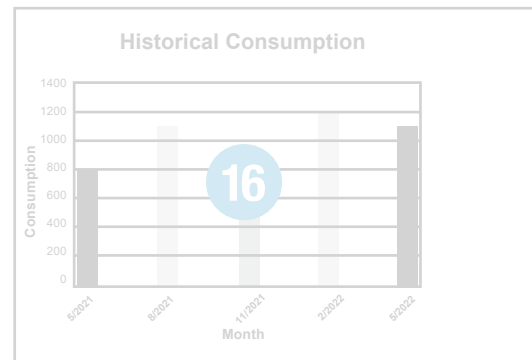
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**5** Billing Date: 6/19/2022  
**6** Due Date: 7/17/2022  
**7** Total Amount Due \$56.81

**8** The balance due will be automatically withdrawn from your account on 07/17/2022

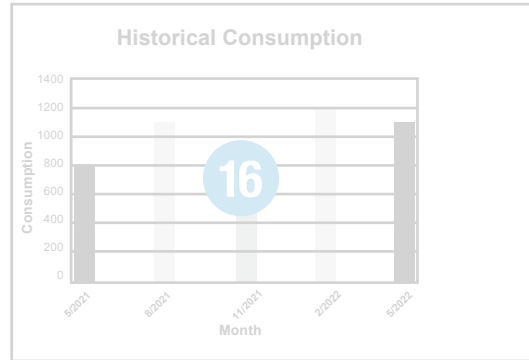
**9**  
**SAMPLE MESSAGE**  
Please check the Authority's website at npwa.org for information or to pay your bill on-line.

**10** Meter Information  
Current Reading 05/20/2022 60,700  
Previous Reading 04/17/2022 59,571  
Consumption in Cubic Feet 1,100 = 8,229 Gallons

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

85 Days **12**

<b>13</b>	Prior Bill Due	04/17/2022	
<b>14</b>	Previous Charges	03/20/2022	56.38
	Payment Received	04/02/2022	56.38
	Balance		0.00
<b>15</b>	Current Charges		
	Customer Charge (5/8 in. meter)	56892052	12.15
	Consumption Charge (1100CF @0.0406)		44.66
<b>6</b>	Balance Due On or Before	07/17/2022	56.81
<b>7</b>	Balance Due After	07/17/2022	62.49



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**

Account Number: 333333-333333  
Due Date: 7/17/2022  
Total Amount Due: \$56.81



Amount Enclosed:

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

# 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** Account Number: 333333-333333  
**5** Billing Date: 6/19/2022  
**6** Due Date: 7/17/2022  
**7** Total Amount Due \$56.81

**8** The balance due will be automatically withdrawn from your account on 07/17/2022

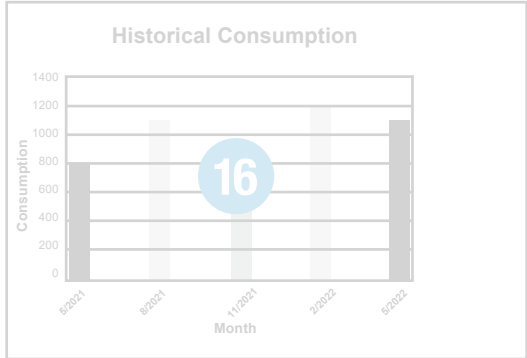
**9**  
**SAMPLE MESSAGE**  
Please check the Authority's website at npwa.org for information or to pay your bill on-line.

Meter Information	
Current Reading	05/20/2022 60,700
Previous Reading	02/24/2022 59,600
	1,100

**11** = 8,229 Gallons

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

<b>13</b>	Prior Bill Due	04/17/2022	
<b>14</b>	Previous Charges	03/20/2022	56.38
	Payment Received	04/02/2022	56.38
	Balance		0.00



<b>14</b>	Current Charges	
<b>15</b>	Customer Charge (5/8 in. meter)	56892052 12.15
<b>6</b>	Consumption Charge (1100CF @0.0406)	44.66
<b>7</b>	Balance Due On or Before	07/17/2022 56.81
	Balance Due After	07/17/2022 62.49

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**

Account Number: 333333-333333  
Due Date: 7/17/2022  
Total Amount Due: \$56.81



Amount Enclosed:

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

# 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** Account Number: 333333-333333  
**5** Billing Date: 6/19/2022  
**6** Due Date: 7/17/2022  
**7** Total Amount Due \$56.81

**8** The balance due will be automatically withdrawn from your account on 07/17/2022

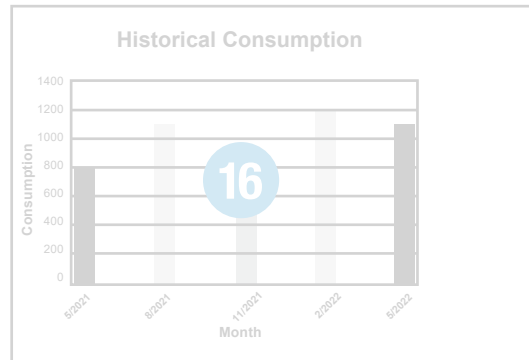
**9**  
**SAMPLE MESSAGE**  
Please check the Authority's website at npwa.org for information or to pay your bill on-line.

**10**

Meter Information			
Current Reading	05/20/2022	60,700	
Previous Reading	02/24/2022	59,600	
Consumption in Cubic Feet		1,100	
	85 Days		= 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.

<b>1</b>	Current Charges	04/17/2022	56.38
<b>1</b>	Previous Charges	03/20/2022	56.38
<b>14</b>	Payment Received	04/02/2022	56.38
	Balance		0.00
<b>15</b>	Customer Charge (5/8 in. meter)	56892052	12.15
<b>6</b>	Consumption Charge (1100CF @0.0406)		44.66
<b>6</b>	Balance Due On or Before	07/17/2022	56.81
<b>7</b>	Balance Due After	07/17/2022	62.49



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**

Account Number: 333333-333333  
Due Date: 7/17/2022  
Total Amount Due: \$56.81



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

# 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** Account Number: 333333-333333  
**5** Billing Date: 6/19/2022  
**6** Due Date: 7/17/2022  
**7** Total Amount Due \$56.81

**8** The balance due will be automatically withdrawn from your account on 07/17/2022

**9**  
**SAMPLE MESSAGE**  
Please check the Authority's website at npwa.org for information or to pay your bill on-line.

**10**

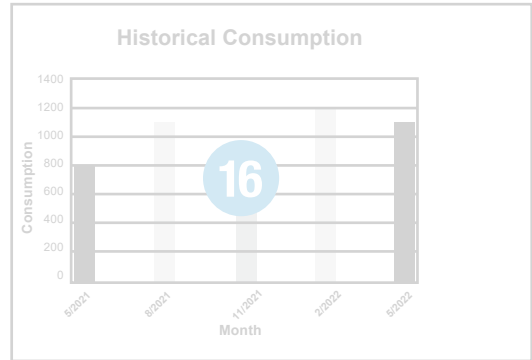
Meter Information			
Current Reading	05/20/2022	60,700	
Previous Reading	02/24/2022	59,600	
Consumption in Cubic Feet		1,100	= 8,229 Gallons
85 Days			

**11**

**12**

**13** Prior Bill Due 04/17/2022 56.38

**14** **15. Consumption Charge** – Water Usage - \$4.06 per 100 cubic feet or \$5.43 per 1,000 gallons\*. One cubic foot of water (ft3) = approximately 7.5 gallons. 56.38



**14** Current Charges

Customer Charge (5/8 in. meter) 56892052	12.15
Consumption Charge (1100CF @0.0406)	44.66
<b>Balance Due On or Before</b> 07/17/2022	56.81
Balance Due After 07/17/2022	62.49

**6**

**7**

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**

Account Number: 333333-333333  
Due Date: 7/17/2022  
Total Amount Due: \$56.81



Amount Enclosed:

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



# 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** Account Number: 333333-333333  
**5** Billing Date: 6/19/2022  
**6** Due Date: 7/17/2022  
**7** Total Amount Due \$56.81

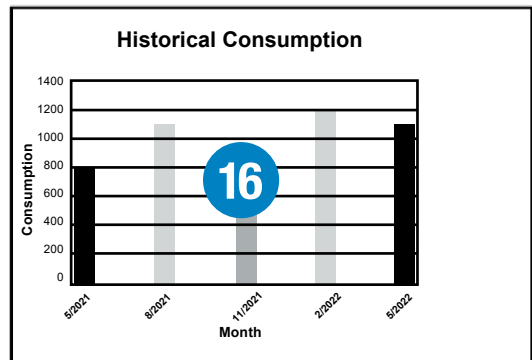
**8** The balance due will be automatically withdrawn from your account on 07/17/2022

**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	05/20/2022	60,700
Previous Reading	02/24/2022	59,600
Consumption in Cubic Feet		1,100
85 Days		

**11** **16. Historical Consumption** – Chart depicting customer usage during prior 13 months.



**12**

Prior Bill Due	04/17/2022	
Previous Charges	03/20/2022	56.38
Payment Received	04/02/2022	56.38
Balance		0.00
Current Charges		
Customer Charge (5/8 in. meter)	56892052	12.15
Consumption Charge (1100CF @0.0406)		44.66
Balance Due On or Before	07/17/2022	56.81
Balance Due After	07/17/2022	62.49

**13**  
**14**  
**15**  
**6**  
**7**

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**

Account Number: 333333-333333  
Due Date: 7/17/2022  
Total Amount Due: \$56.81



Amount Enclosed:

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

# 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

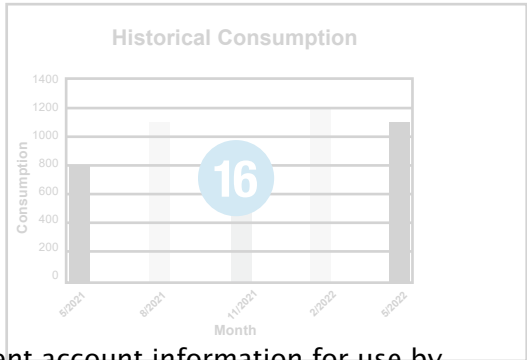
**3** Account Number: 333333-333333  
**4** Billing Date: 6/19/2022  
**5** Due Date: 7/17/2022  
**6** Total Amount Due \$56.81

**8** The balance due will be automatically withdrawn from your account on 07/17/2022

**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 05/20/2022 60,700  
 Previous Reading 02/24/2022 59,600  
 Consumption in Cubic Feet 1,100  
 85 Days = 8,229 Gallons

<b>13</b>	Prior Bill Due	04/17/2022	
<b>14</b>	Previous Charges	03/20/2022	56.38
	Payment Received	04/02/2022	56.38
	Balance		0.00
<b>15</b>	Current Charges		
	Customer Charge (5/8 in. meter)	56892052	12.15
	Consumption Charge (1100CF @0.0406)		44.66
<b>6</b>	Balance Due On or Before	07/17/2022	56.81
	Balance Due After	07/17/2022	62.49



**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.

**SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION**

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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:** 7/17/2022  
**Total Amount Due:** \$56.81

Amount Enclosed:

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**17**

# Back of bill

## 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.