

# Understanding Your Water Bill

Please see second page to view explanation.



**1** For Service To: **John Doe**  
123 Main Street

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

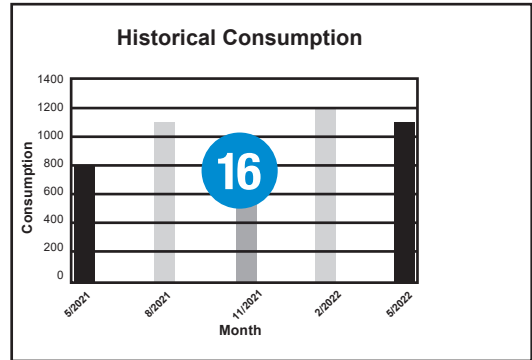
**3**  
**4** Account Number: 333333-333333  
**5** Billing Date: 6/19/2023  
**6** Due Date: 7/17/2023  
**8** Total Amount Due \$59.00

The balance due will be automatically withdrawn from your account on 07/17/2023

**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 05/20/2023 60,700  
Previous Reading 02/24/2023 59,600  
Consumption in Cubic Feet 1,100  
85 Days **12** = **11** 8,229 Gallons

**13** { Prior Bill Due 04/17/2023  
Previous Charges 03/20/2023 56.38  
Payment Received 04/02/2023 56.38  
Balance 0.00  
**14** Current Charges  
Customer Charge (5/8 in. meter) 56892052 13.68  
**15** Consumption Charge (1100CF @0.0406) 45.32  
**6** Balance Due On or Before 07/17/2023 59.00  
**7** Balance Due After 07/17/2023 64.90



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: 7/17/2023  
Total Amount Due: \$59.00



Amount Enclosed:

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

1. **Service Address** – Address where water service is provided.
2. **Customer Name and Billing Address** – Name of person or company responsible for paying bill and the address where the bill is sent.
3. **Account Number** – Number that NPWA Customer Service uses to bill. Please provide this number when contacting the Authority office by telephone or mail.
4. **Billing Date** – Date on which bills are printed.
5. **Due Date** – Date payment must be received by NPWA. Payments received after this date will be charged a penalty fee/late charge.
6. **Total Amount Due and Balance Due On or Before Date** – Total balance due on account when received by due date.
7. **Balance Due After Date** – Total balance due, including penalty/late charge, on account when received after due date.
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.
9. **Message Box** – Area for important customer information, such as hydrant flushing, community events, and current water supply status.
10. **Consumption in Cubic Feet** – Determination of cubic feet of water consumed during the billing period.
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.
12. **Days** – Represents number of days in billing cycle.
13. **Prior Bill Due** – Section shows Previous Charges, with penalties, if any, less Payment Received, for the Balance Due prior to current billing.
14. **Customer Charge** – Based on the size of the meter and is used to cover administrative, billing, meter reading, and meter maintenance costs.
15. **Consumption Charge** – Water Usage - \$4.12 per 100 cubic feet or \$5.49 per 1,000 gallons. One cubic foot of water (ft<sup>3</sup>) = approximately 7.5 gallons.
16. **Historical Consumption** – Chart depicting customer usage during prior 13 months.
17. **Tear-off bottom portion** – Bottom portion repeats pertinent account information for use by our Customer Service Department. Please return this portion of the bill with your payment and keep the top portion for your records.

# 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.