

Understanding Your Water Bill

Please click on the numbers to view explanation.



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: 6/19/2023
5 Due Date: 7/17/2023
6 Total Amount Due \$59.00
8 The balance due will be automatically withdrawn from your account on 07/17/2023

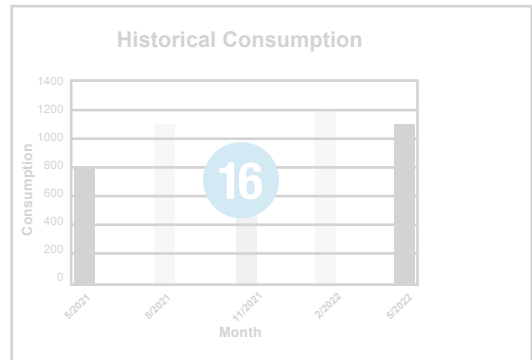
9
SAMPLE MESSAGE
Please check the Authority's website at npwa.org for information or to pay your bill on-line.

10

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

12

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
	Consumption Charge (1100CF @0.0406)		45.32
15 {	Balance Due On or Before	07/17/2023	59.00
	Balance Due After	07/17/2023	64.90
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: 7/17/2023
 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.

Understanding Your Water Bill

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3 Account Number: 333333-333333
 4 Billing Date: 6/19/2023
 5 Due Date: 7/17/2023
 6 Total Amount Due \$59.00
 7 Payment due will be automatically withdrawn from your account on 07/17/2023

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

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Meter Information			
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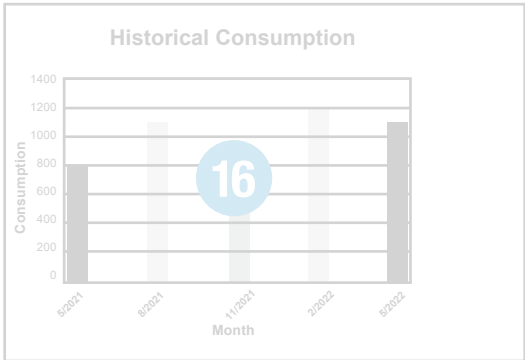
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Prior Bill Due	04/17/2023	
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Balance		0.00
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Customer Charge (5/8 in. meter)	56892052	13.68
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For Service To:
 John Doe
 123 Main Street

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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.

Understanding Your Water Bill

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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
4 Billing Date: 6/19/2023
5 Due Date: 7/17/2023
6 Total Amount Due \$59.00
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Anywhere, PA 19000

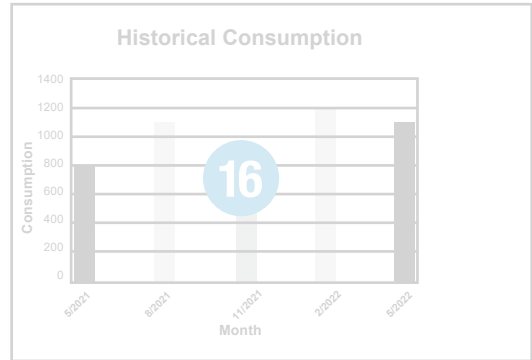
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1 For Service To: John Doe
123 Main Street

2 John Doe
123 Main Street
Anywhere, PA 19000

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

4 Account Number: 333333-333333
5 Billing Date: 6/19/2023

5 Due Date: 7/17/2023
6 Total Amount Due \$59.00

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

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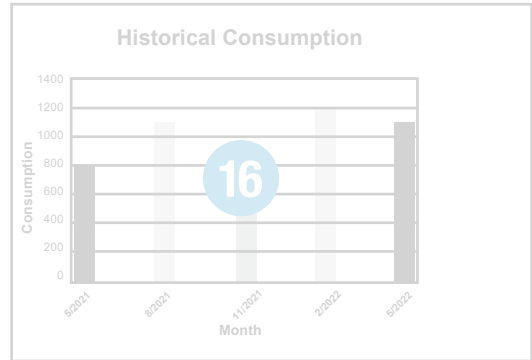
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15 Customer Charge (5/8 in. meter)56892052	13.68
Consumption Charge (1100CF @0.0406)	45.32

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7 Balance Due After 07/17/2023 64.90

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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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Account Number: 333333-333333
Due Date: 7/17/2023
Total Amount Due: \$59.00



Amount Enclosed:

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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.

Account Number:	333333-333333
Billing Date:	6/19/2023
Due Date:	7/17/2023
Total Amount Due	\$59.00

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 07/17/2023

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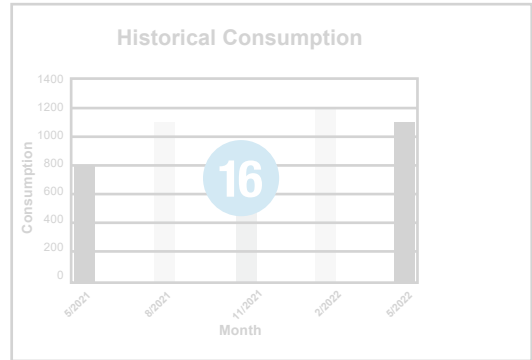
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Meter Information			
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Consumption in Cubic Feet		1,100	
85 Days			= 8,229 Gallons

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



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

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1 For Service To: John Doe
123 Main Street

2 John Doe
123 Main Street
Anywhere, PA 19000

3 Account Number: 333333-33333
4 Billing Date: 07/19/2023
5 Due Date: 07/17/2023

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 **\$59.00**
 The balance due will be automatically withdrawn from your account on 07/17/2023

8

9

SAMPLE MESSAGE

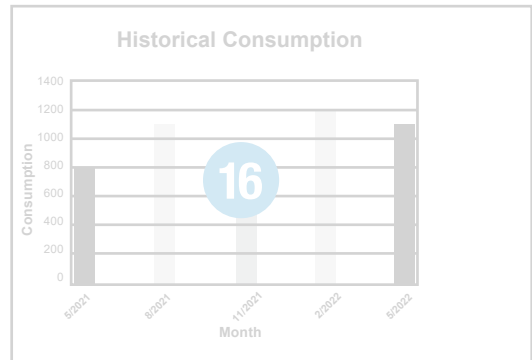
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Meter Information			
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Consumption in Cubic Feet		1,100	= 8,229 Gallons
85 Days			

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Customer Charge (5/8 in. meter)	56892052	13.68
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



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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: 333333-33333
 Due Date: 7/17/2023
 Total Amount Due: \$59.00



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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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
7 Total Amount Due \$59.00

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

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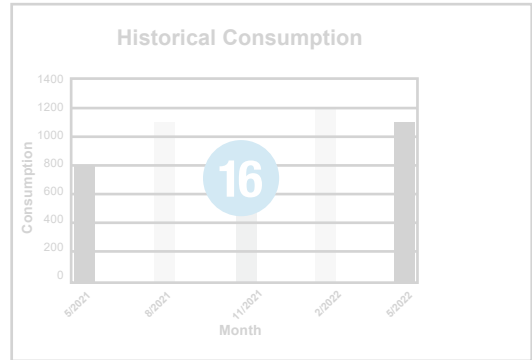
13 {
14 {
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Prior Bill Due	04/17/2023	
Previous Charges	03/20/2023	56.38
Payment Received	04/02/2023	56.38
Balance		0.00
Current Charges		13.68
Customer Charge (3/8 in. meter) 30692032		45.32
Customer Charge (1100CF @0.0406)		

12

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

6 Balance Due On or Before 07/17/2023 59.00
7 Balance Due After 07/17/2023 64.90



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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.

Understanding Your Water Bill

Please click on the numbers to view explanation.



Account Number: 333333-33333
 Due Date: 7/17/2023
 Total Amount Due: \$59.00

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 07/17/2023

8

9

SAMPLE MESSAGE

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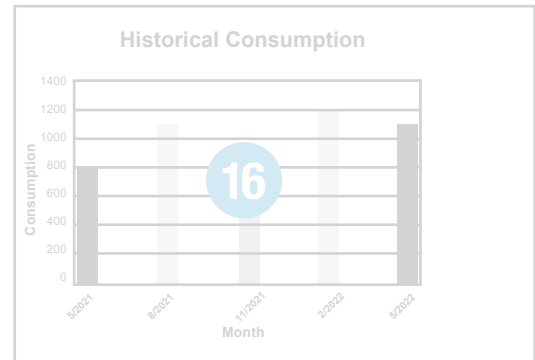
15

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	Date	Amount
Prior Bill Due	04/17/2023	
Previous Charges	03/20/2023	56.38
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Understanding Your Water Bill

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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: 6/19/2023
 Due Date: 7/17/2023
9. Message Box – Area for important customer information, such as hydrant flushing, community events, and current water supply status.
 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.

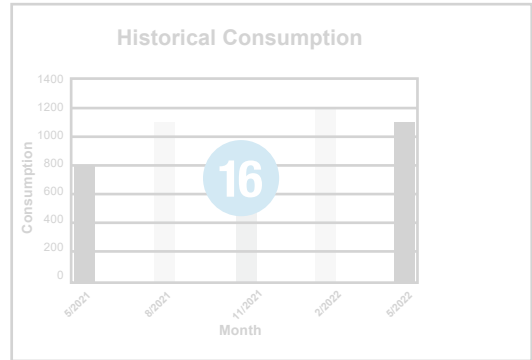
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Meter Information			
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Previous Reading	02/24/2023	59,600	
Consumption in Cubic Feet		1,100	
85 Days			= 8,229 Gallons

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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.

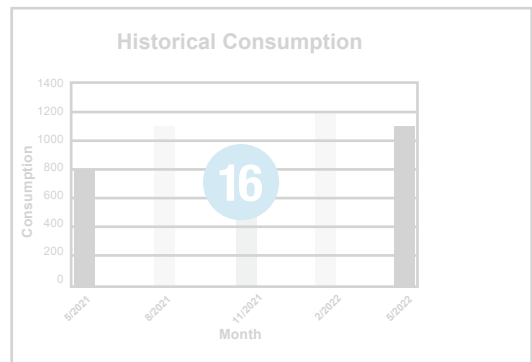
10	Meter Information		
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	Previous Reading	02/24/2023	59,600
	Consumption in Cubic Feet		1,100

85 Days

11
= 8,229 Gallons

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6 Total Amount Due \$59.00

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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.

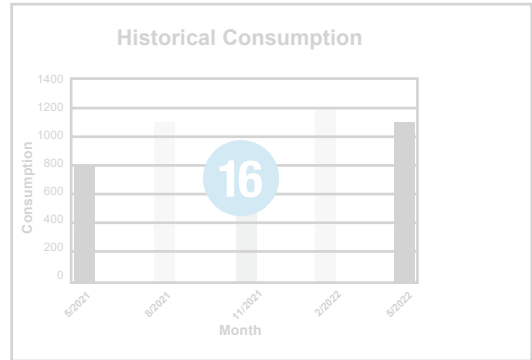
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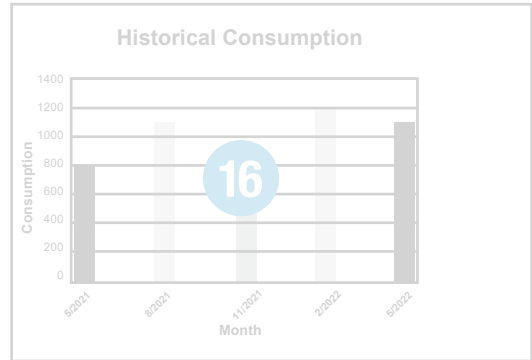
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10 Meter Information
Current Reading 05/20/2023 60,700
Previous Reading 04/17/2023 59,571
Consumption in Cubic Feet 1,100 = 8,229 Gallons

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

85 Days **12**

13	Prior Bill Due	04/17/2023	
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	Payment Received	04/02/2023	56.38
	Balance		0.00
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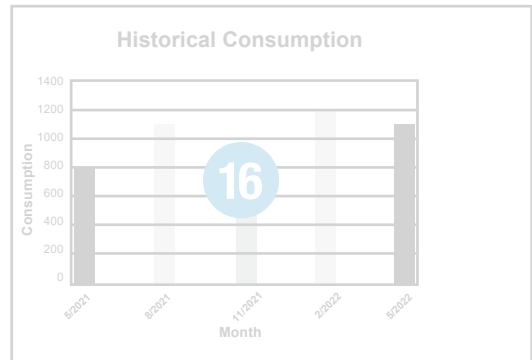
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Meter Information	
Current Reading	05/20/2023 60,700
Previous Reading	02/24/2023 59,600
	1,100

11 = 8,229 Gallons

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

13	Prior Bill Due	04/17/2023	
14	Previous Charges	03/20/2023	56.38
	Payment Received	04/02/2023	56.38
	Balance		0.00



14 Current Charges

15	Customer Charge (5/8 in. meter)	56892052	13.68
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6 Due Date: 7/17/2023
7 Total Amount Due \$59.00

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

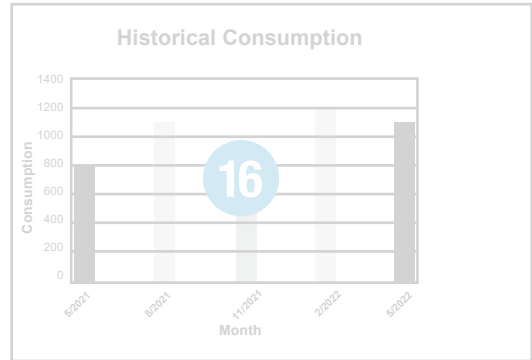
9
SAMPLE MESSAGE
Please check the Authority's website at npwa.org for information or to pay your bill on-line.

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	=	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	Current Charges	04/17/2023	
1	Previous Charges	03/20/2023	56.38
14	Payment Received	04/02/2023	56.38
	Balance		0.00
15	Customer Charge (5/8 in. meter)	56892052	13.68
	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

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



Amount Enclosed:

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

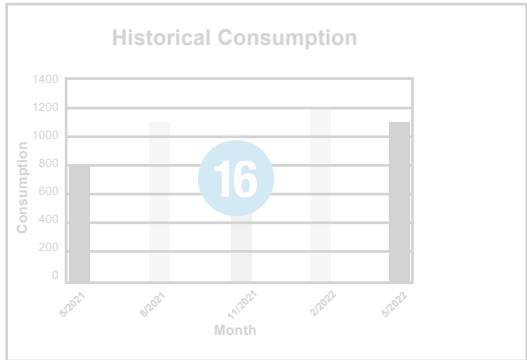
3
4 Account Number: 333333-333333
5 Billing Date: 6/19/2023
6 Due Date: 7/17/2023
7 Total Amount Due \$59.00

8 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 = **11** 8,229 Gallons

12 Prior Bill Due 04/17/2023 56.38
13 **15. Consumption Charge** - Water Usage - \$4.12 per 100 cubic feet or \$5.49 per 1,000 gallons*. One cubic foot of water (ft3) = approximately 7.5 gallons. 56.38
14 Balance Due Before 07/17/2023 0.00



Current Charges
15 Customer Charge (5/8 in. meter) 56892052 13.68
Consumption Charge (1100CF @0.0406) 45.32
Balance Due On or Before 07/17/2023 59.00
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

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



Amount Enclosed:

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: 6/19/2023
6 Due Date: 7/17/2023
7 Total Amount Due \$59.00

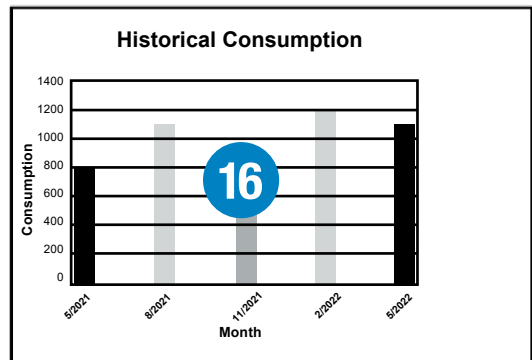
8 The balance due will be automatically withdrawn from your account on 07/17/2023

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		

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



12

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

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



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

8 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	= 8,229 Gallons

85 Days **12**

13 {

Prior Bill Due	04/17/2023	
Previous Charges	03/20/2023	56.38
Payment Received	04/02/2023	56.38
Balance		0.00

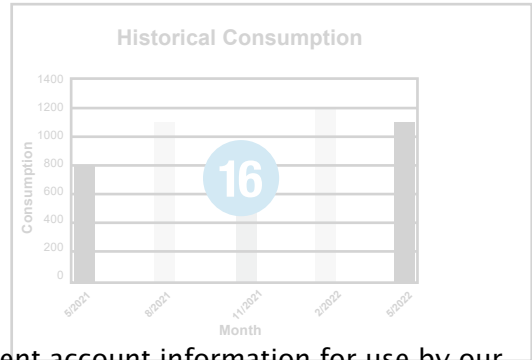
14 Current Charges

Customer Charge (5/8 in. meter)	56892052	13.68
Consumption Charge (1100CF @0.0406)		45.32

15

Balance Due On or Before	07/17/2023	59.00
Balance Due After	07/17/2023	64.90

6



7 **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.

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

17

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, 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

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 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, 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), 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.