



Lansdale Borough and the North Penn Water Authority (NPWA) announce that beginning October 20, 2017, Lansdale Borough customers who receive NPWA water will receive a single bill that includes sewer and water charges. In March of 2016, Borough Council voted to enter into an Intergovernmental Agreement with NPWA for sewer billing services and after upgrades and testing on both ends, we are ready to go live beginning later this year.

What does this mean for you as a customer? It means that you will now receive one combined bill for sewer and water usage. This joint venture will reduce redundancy in gathering information and in creating customer bills. After October 20, NPWA will issue a single invoice to customers listing the charge for sewer and water along with the total amount due. Customers will make payments to NPWA who will then remit the sewer portion to the Borough. **If you are the landlord of a property in Lansdale Borough, please contact NPWA to ensure the combined sewer and water bill is being mailed to the correct address for payment** The single invoice process results in more economical and efficient delivery of billing to our customers. *(please see reverse for a sample bill)*

In addition to streamlining the billing process, working in conjunction with NPWA allows for a single point of contact for questions on billing or usage. Lansdale Borough will continue to operate and maintain the sewer system, so customers with sewer emergencies should contact the Borough for assistance.

As with all projects, communication is the greatest asset for success. If you have any questions, comments or concerns we invite you to contact Lansdale Customer Service at 215-368-1691 or NPWA at 215-855-3617. Lansdale Borough and NPWA appreciate your patience as we begin this change and we are here to assist you throughout the entire process.



All bills after October 20, 2017 will be sent from NPWA and payments are to be made to the Authority through any of the methods below.



## North Penn Water Authority Payment Options

**Pay in Person** - Payments can be dropped off at the NPWA office 8:00 am - 5:00 pm, Monday through Friday (excluding holidays) or deposited in the payment drop box outside the front door of the office after hours at: 300 Forty Foot Road (near the intersection of Allentown and Forty Foot Roads), Lansdale, PA.

**Pay by Phone** - Interactive Voice Response System (IVR) payments may be made by phone by dialing 215-855-3617 and pressing 4. You will need your twelve digit account number. The IVR system, like NPWA's other payment systems, utilizes a secure and encrypted channel for communication. All transport of financial data between NPWA and bank/credit card processors uses above-standard encryption techniques to ensure a safe and protected transaction. Your financial information is never stored in NPWA's system.

**Pay Online** - NPWA accepts E-check, Visa, MasterCard or Discover. To pay by credit or debit card, you will need to log into your NPWA account when paying online, and enter your email address, card type, card number, expiration date, CVV, the name on the card, cardholder's address and zip code.

**Pay with E-check** - E-check (Electronic Check) is an electronic version of a paper check used to make payments online. Anyone with a checking or savings account can pay by E-check. To make a payment with an E-check, you will need to enter your email address, bank account holder name, bank routing number, bank account number, account type (personal or business), account source (checking or savings), bank account holder address including city, state and zip code, as well as the bank's phone number.

**Pay with Autowithdrawl** - Sign up to have your payment automatically withdrawn on its due date directly from your checking or savings account (ACH) by going on NPWA's website to create an account. Once there, you will need to select the arrow all the way to the right and a pull-down of options will appear. Select Auto Pay which will take you to another site to sign up for ACH.

**Pay at Uninvest** - Pay at any local Uninvest National Bank and Trust Company.

**Pay by Mail** - Send payment stub along with a check or money order to P. O. Box 667, Souderton, PA 18964-0667.

# Understanding Your Combined Water & Sewer Bill

An easy to read account summary including important dates appears at the top of your bill.

**For Service To:** Customer  
1234 Sesame Street

**Account Number: 123456-789000**  
**Billing Date: 7/20/2017**  
**Due Date: 8/17/2017**  
**Total Amount Due: \$227.49**  
 The balance due will be automatically withdrawn from your account on 08/17/2017

Customers who have opted for automatic withdrawal will see the date that funds will be withdrawn here.

**Customer**  
**1234 Sesame Street**  
**Lansdale, PA 19446**

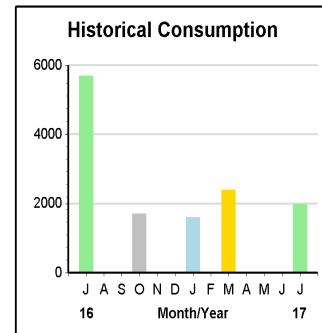
"Like" NPWA on Facebook to get the latest Authority news and check out water education resources  
[www.Facebook.com/NorthPennWater](http://www.Facebook.com/NorthPennWater)

You are now able to see current charges for both water and sewer as well as the breakdown for each charge during the billing cycle.

Meter Information		
Current Reading	07/03/2017	127,400
Previous Reading	03/31/2017	125,400
Consumption in Cubic Feet ( 94 DAYS )		2,000
		= 14,961 Gallons

Prior Bill Due	05/22/2017	
Previous Charges	04/24/2017	23.54
Payment Received	05/22/2017	23.54
Balance		0.00
<b>Current Charges</b>		
Water Customer Charge (5/8 in. Meter) 58694998	04/01/2017	9.10
Water Consumption Charge (2000CF @0.0382)	04/01/2017	76.40
Sewer Consumption Charge (2000CF @0.0471)	04/01/2017	94.20
Sewer Customer Charge 1 units X 47.79	04/01/2017	47.79
Balance Due On or Before	08/17/2017	227.49
Balance Due After	08/17/2017	250.24



Here you'll find details on your usage including current and previous meter readings.

You can also view your total balance and the date payment is due.

**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:** Customer  
1234 Sesame Street

**Account Number: 123456-789000**  
**Due Date: 8/17/2017**  
**Total Amount Due: \$227.49**

Detach this stub and return it with your payment.

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

Amount Enclosed:  
 \$

You can pick one of the many convenient payment options available to customers on front of this page.



**LANSDALE**  
LIFE IN MOTION

1 Vine Street · Lansdale, PA 19446  
215-368-1691



300 Forty Foot Road · Lansdale, PA 19446  
215-855-3617