

Contact Information

Customer Service – You can reach our Customer Service Department at 215-855-3617 option 3, M – F 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 www.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 M – F 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.

Credit Card – (DISCOVER, MASTERCARD AND VISA ONLY)

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

Online Bill Payment – To pay online, go to www.npwa.org and click on the “Pay Bill” link in the upper right corner of any page.