



# Borough of Quakertown Utility Bill

Issue Date: 04/01/2021

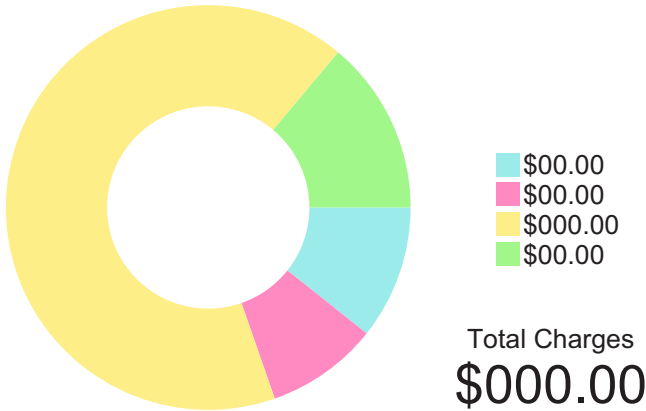
Due Date: 04/30/2021

Name: First Last  
Account Number: 12345.01  
Service Address: 123 Sample St.

Last Payment Amount: 00.00 Last  
Payment Date: 04/27/2021

## SERVICE SUMMARY

WATER		SEWER		ELECTRIC		SOLID WASTE	
Water	\$0.00	Sewer	\$00.00	Electric	\$000.00	Trash & Recycling:	\$00.00
Debt Service	\$0.00	Late Fees	\$0.00	Demand:		Late Fees:	\$0.00
Late Fees	\$0.00	Misc	\$0.00	Late Fees:	\$0.00	Misc	\$0.00
Misc	\$0.00			Sales Tax:			
				Misc	\$0.00		
<b>\$00.00</b>		<b>\$00.00</b>		<b>\$000.00</b>		<b>\$00.00</b>	



**QUESTIONS**  
Contact the Utility Billing Office at 267-347-5009 or by email at [utilitybilling@quakertown.org](mailto:utilitybilling@quakertown.org). Please have your account number or service address available when calling.

**IMPORTANT MESSAGE:**  
The Borough of Quakertown is pleased to announce the launch of its new online billing and payment service through Invoice Cloud! You can access Invoice Cloud on the main page of the Borough's Website ([Quakertown.org](http://Quakertown.org)) by clicking the "Pay Online" button or by clicking on the "Invoice Cloud" button on the Utility Billing's main page ([Quakertown.org/UtilityBilling](http://Quakertown.org/UtilityBilling)). Once on the portal customers will have the option to pay now or register.

[Quakertown.org/UtilityBilling](http://Quakertown.org/UtilityBilling)    35 N. 3rd St. Quakertown    267-347-5009    [utilitybilling@quakertown.org](mailto:utilitybilling@quakertown.org)

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT

Quakertown Borough Utility Department  
35 N 3rd Street  
Quakertown, PA 18951-1376

Please make checks payable to: **Borough of Quakertown**  
PLEASE WRITE YOUR ACCOUNT NUMBER ON THE CHECK

ACCOUNT NUMBER	12345.01
SERVICE ADDRESS	123 SAMPLE ST.
PRIOR BALANCE DUE	000.00CR
CURRENT BALANCE DUE	\$000.00
TOTAL ACCOUNT BALANCE DUE BY 04/30/2021	\$00.00CR
TOTAL ENCLOSED	_____

A-01-P2J-EM-00002-1



FIRST LAST  
123 SAMPLE STREET  
QUAKERTOWN PA 18951-1003



QUAKERTOWN BOROUGH UTILITY DEPARTMENT  
35 N 3RD ST  
QUAKERTOWN PA 18951-1376





# Borough of Quakertown Utility Bill

**Name:** FIRST LAST

**Account Number:** 12345.01

**Service Address:** 123 Sample St.



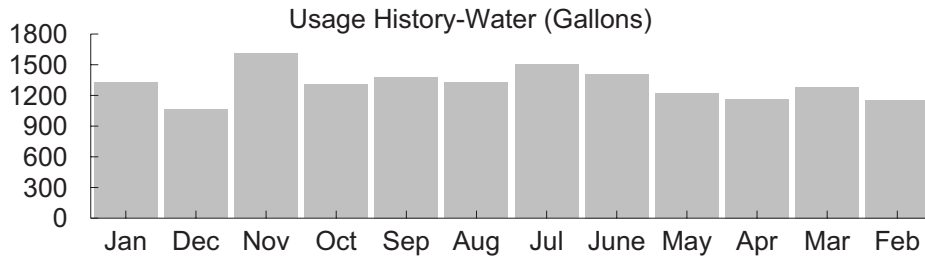
## WATER

Prior Read Date: 02/18/2021

# of Days between reads: 30

Current Read Date: 03/20/2021

Service	Rate	Description	Read Date	Current Read	Prev. Read	Usage	Amount
Water	401	WQ - 5/8 - 3/4 (IN)	03/20/2021	43	41	1,326	\$00.00
Debt Service	501	Debt Service 1					\$0.00
Late Fees							\$0.00
Misc		\$0.00					\$0.00



## SEWER

Prior Read Date:

# of Days between reads:

Current Read Date:

Service	Rate	Description	Read Date	Current Read	Prev. Read	Usage	Amount
Sewer	801	SQ - 5/8 - 3/4 (IN)				1,326	\$00.00
Late Fees							\$0.00
Misc							\$0.00



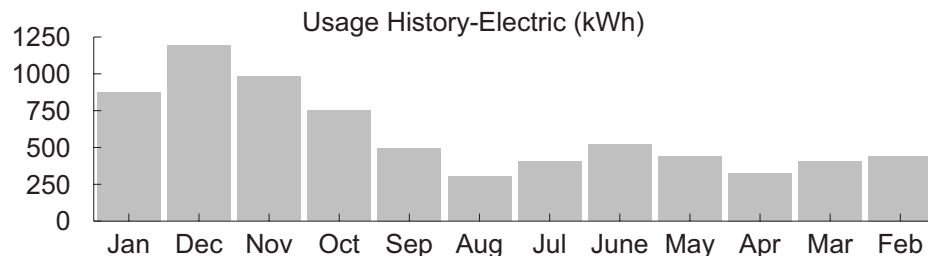
## ELECTRIC

Prior Read Date: 02/18/2021

# of Days between reads: 30

Current Read Date: 03/20/2021

Service	Rate	Description	Read Date	Current Read	Prev. Read	Usage	Amount
Electric	102	KWH (RH) Res All	03/20/2021	33,593	02/18/2021	877	\$000.00
Demand	0						
Late Fees							\$0.00
Sales Tax							
Misc							\$0.00



## SOLID WASTE

Service	Description	Amount
Trash & Recycling	Trash - Residential	\$00.00
Late Fees		\$0.00
Misc		\$0.00

**Total Current Balance Due 04/30/2021 \$000.00**



# INFORMATION ABOUT YOUR UTILITY BILL

## GENERAL INFORMATION

**Meter Reading:** The property owner must keep the meter accessible for reading and inspections at all times. We attempt to obtain an actual read on all meters each month but if a meter is inaccessible, an estimate reading is used for billing purposes.

**Actual Reading:** Your meter is read each month by our meter readers or electronic system.

**Customer Reading:** A reading you give us, either by phone, email, or read card if we cannot read your meter.

**Estimated Reading:** If we cannot read your meter, your monthly charges will be based on the average of your last 9 months usage.

**Meter Reading Schedule:** Our monthly meter readings are scheduled in four cycles. Your account number determines the week your meter is read. If your account number begins with a "1", your meter is read on the first week. If your account number begins with a "2", your meter is read on the second week, etc.

**Due Date:** The due date for payment is 20 days from the due date the bill is mailed.

**Employee Identification:** All Borough employees carry a picture identification card. You may ask to see it or call Borough Hall if you are unsure if the person reading your meter is a Borough employee. All Borough vehicles are clearly identified with the Borough logo.

**Kilowatt Hour (kWh):** Unit of measure of electricity. One kWh is the amount of energy used by a 100-watt bulb for 10 hours.

## CHARGES AND FEES

**Rate Schedule:** A listing of all of the rates and fees, along with how to verify the accuracy of your bill can be found on our website at [www.quakertown.org](http://www.quakertown.org) or at Borough Hall.

**Minimum Monthly Charge:** Monthly base charges covering the cost of billing, meter reading, equipment, and maintenance.

**Electric Charge:** Monthly usage fee charged to cover the cost associated with distribution, transmission, and capacity of utilities to customers.

**Debt Service Fee:** Monthly fee covering the cost of the water and sewer line replacement projects.

**Demand Information (Commercial & Industrial Customers Only):** The highest 15 minutes of energy use for each billing period.

**State Tax:** State tax on electric utilities for commercial and industrial customers.

**Late Payment Charges:** All bills are due and payable by the due date shown on the front of the bill. The due date applies to current charges only and does not extend the due date for payment of previous charges. Past due amounts are subject to a finance charge of 10%.

**Disconnection:** If an undisputed bill remains unpaid for a period of 30 days from the date the bill is mailed, the Borough reserves the right to discontinue utility services for nonpayment after 10 days' notice.

**Return Check Fee:** A \$25.00 returned check fee will be charged on all returned checks. Three returned checks will place you on the "Cash Only" register.

**Reconnection Fee:** A reconnection fee charged to all accounts disconnected for non-payment. A list of those fees are available on our website at [www.quakertown.org](http://www.quakertown.org) or at Borough Hall.

## SERVICES AVAILABLE

**Budget Billing:** A set monthly amount due calculated by averaging the past twelve months of your billing history. Budgets are monitored over the course of the year to verify proper averages are maintained. Accounts typically do not balance out at the end of the 12 month period and adjustments will be made.

**Paperless Billing:** Receive and pay your bill online. Invoice Cloud provides safe, easy, and convenient ways to pay your Utility bill online. Now you can manage your entire bill payment process online, anytime, anywhere you have internet availability. Go to [www.invoicecloud.com/quakertownpa](http://www.invoicecloud.com/quakertownpa) to enroll.

**LIHEAP (Low Income Home Energy Assistance Program):** If you can't afford to pay your electric bill, your home may not be safe, and you may be at risk of serious illness or injury. LIHEAP may be able to help keep you and your family safe and healthy. Contact LIHEAP at 215-781-3393 for more information. Go to <http://www.dpw.state.pa.us/foradults/heatingassistance/liheap> for more information.

## EMERGENCY & REPAIRS

For power outages, water main leaks, and safety hazards related to Borough Utilities, contact Borough Hall at 215-536-5001 during normal business hours. For emergencies after business hours contact 215-721-3520.

## QUESTIONS?

Contact the Utility Billing Office at 267-347-5009 or by email at [utilitybilling@quakertown.org](mailto:utilitybilling@quakertown.org). Please have your account number or service address available when calling.

## HOW TO PAY YOUR BILL:



**Mail:** Send your check payable to Quakertown Borough, 35 N. Third Street, Quakertown, PA 18951. Please allow sufficient time for the payment to reach our office by the due date to avoid late charges. Include your account number and the bottom portion of the bill for proper posting.



**In Person:** Borough Hall is open Monday-Friday 8:30am-5:00pm. We also have a night drop box available on the left side door of Borough Hall.



**Online:** Go to main page of the Borough's Website ([Quakertown.org](http://Quakertown.org)) customers can click the "Pay Online" button or on Utility Billing's main page ([Quakertown.org/UtilityBilling](http://Quakertown.org/UtilityBilling)) click the "Invoice Cloud" button. A \$3.50 convenience fee applies. For free online payments, enroll in automatic payments with your checking account.



**QNB:** Payments can be made at any QNB branch and posted to your account the next day.



[Quakertown.org/UtilityBilling](http://Quakertown.org/UtilityBilling)



35 N. 3rd St. Quakertown



267-347-5009



[utilitybilling@quakertown.org](mailto:utilitybilling@quakertown.org)