

BILL PAYMENT

Options

Online Payment: Using a Credit Card, Debit Card or e-Check, please visit www.xpressbillpay.com. You can make a one time payment or register your account for various payment options. *Please note you will need your account number to register; that will be provided to you on your first bill.*

By Phone: To make a credit card or e-Check payment 24/7, call 1-888-504-0640. You will need your account number to make a payment.

By Mail: Send in a check or money order made payable to Borough of Lansdale.
Option #1 - Return envelope provided with bill, P.O. Box 665 Souderton, PA 18964 (Please allow one week for delivery)
Option #2 - Mail directly to: Borough of Lansdale, 1 Vine Street, Suite 201, Lansdale, PA 19446.

Night Drop: Place check/money order in night drop box located in the entrance to the Borough Municipal Complex at 1 Vine Street.

In Person: Pay at the Customer Service office located at 1 Vine Street, Suite 201, Lansdale, PA 19446.

**THE FOLLOWING CAN BE SET UP BY VISITING
WWW.XPRESSBILLPAY.COM**

Go Paperless: Receive your bills electronically through a secure site to the e-mail address you provide.

Automatic Withdrawal: Have your payment withdrawn automatically from a checking account free of charge by setting up your account and selecting "Auto Pay" for your account(s).

Hours of Operation

Monday through Friday
8:00 am - 4:30 pm
CLOSED daily 11:30 am - 12:30 pm

Meter Reading and Bill Mailing

Electric meters are read monthly on the 19th and bills are sent via postal mail between the 24th and 27th of each month.

Need Assistance Paying Your Bill?

Community Connections	610-278-3522
LIHEAP	610-272-1752
Manna on Main Street	215-855-5454

For electric emergencies, hanging wires, power outages or to report a streetlight out in you neighborhood, please call **215-361-8371**.

For electric emergencies after 3:30 pm, please call Lansdale Police at **267-642-9411**.



LANSDALE
LIFE IN MOTION

Lansdale Borough Residential Electric Service *Customer Guide*



LANSDALE
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1 Vine Street • Lansdale, PA 19446
www.lansdale.org
215-368-1691

ESTABLISHING

Your Account

Contact Customer Service (in-person or online) to create your utility account; you will receive your account number with your first bill. If you want to set up your online bill account before receiving your first bill, contact Customer Service and we will provide your account number.

PAYMENT

Arrangements

If you are having difficulty paying your bill, we will do our best to set up a reasonable payment arrangement with you. To inquire with a Customer Service Representative, please call 215-368-1691.

TRANSFERRING

Apartments

- Make sure your current account is paid with a zero balance.
- Provide a copy of your new lease for us to view and return to you for your records.
- The primary person on the account must provide photo ID.
- Sign a new electric service application.

COMMERCIAL TENANT

Sign-Up Information

- Zoning Permit must be issued and paid.
- Complete and submit an Electric Service Application.

RESIDENTIAL TENANT

Sign-Up Information

Whether you are a new customer or an existing customer, to initiate service at a new location you are required to apply for service. You can apply via e-mail (lesa@lansdale.org) or in person at Customer Service with proper photo identification. What you need to supply for a new service address:

- A copy of your lease will need to be reviewed by a Customer Service Representative (in person/e-mail).
 - » Landlord and tenant(s) signatures are required to be viewed.
 - » One person will be listed as the primary named on the bill and will receive any refund, if applicable.
 - » All other responsible parties on the lease will be listed as occupants.
- We require one business day to start service in your name.

CANCELLING

Service

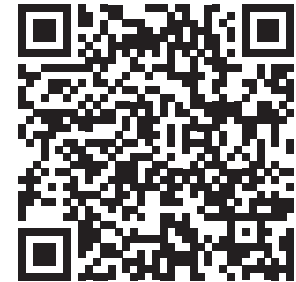
Please contact Customer Service at least two business days prior to the date that you need to cancel your account by calling 215-368-1691.

We're Here To Help!

One phone call is all it takes to give you the assistance you need. Call Customer Service at 215-368-1691 and we will be happy to help.

Welcome Home Neighbor

We are excited that you chose to call Lansdale home! We hope that you will take advantage of the many amenities the Borough has to offer including acres of parkland, varied programming, two community pools and much more. Please use the QR link below to find the Resident Guide and all the great things in Lansdale!



What You'll Find Inside...

- Borough History
- Council Representatives
- Borough Staff
- Legislative Information
- Borough Departments
- Voter Information
- Schools & Universities
- Community Organizations
- Transportation Information
- Local Services
- Youth Organizations
- Health Organizations
- Contact Numbers
- Borough Maps