



Dear Valued Customer,

We are writing to inform you of several important updates regarding your water and sewer services, previously managed under Telford Borough Authority.

Effective immediately, Telford Borough Authority has rebranded as Telford Regional Authority. Please note that **all future payments should be made payable to Telford Regional Authority**. Our office location and contact information remain unchanged.

In addition to this rebranding, we are implementing two new financial systems to improve service efficiency:

- A new billing system that is compatible with the upgraded water meters currently being installed.
- A transition from Municipay to **Invoice Cloud**, our new online payment platform for water and sewer bills.

Instructions for accessing and using Invoice Cloud can be found on page 3. To register and make payments online, you will need your new account number and Customer ID (CID), both of which appear on your May 1, 2026, bill.

Please note that customers currently enrolled in automatic ACH withdrawals will need to re-establish their automatic payment preferences within Invoice Cloud if they wish to continue using this feature. This new system allows customers to securely manage their own payment methods without direct administrative handling.

2026 Rate Updates: All Rates, Fees, and Charges can be found on our website:

<https://www.telfordborough.org/telford-borough-authority>

- Water: \$5.69 per 1,000 gallons
- Sewer: \$9.41 per 1,000 gallons
- Monthly Service Charge: \$14.00 per residential service (no change)

Based on an average household usage of 10,000 gallons, the typical bill is expected to increase by approximately 1.91%. For reference:

- Average 2025 bill: \$230.60
- Estimated 2026 bill: \$235.00

If you have any questions or require assistance, please do not hesitate to contact us. Thank you for your continued cooperation and support.

Telford Regional Authority



Invoice Cloud Payment Instructions & Information

What is Invoice Cloud:

Invoice Cloud is our online payment platform that enables customers to conveniently pay their water and/or sewer bills. The system accepts a variety of payment methods, including credit and debit cards, e-checks (ACH), PayPal, Apple Pay, Venmo, and Google Pay.

Through Invoice Cloud, customers have access to flexible payment options such as one-time payments, AutoPay enrollment, scheduled payments, and payments by phone or text. Additionally, customers may opt to receive electronic bills (e-bills) and set up automated reminders via text message or email.

Payment Processing Fees:

Please note the following transaction fees associated with payments made through Invoice Cloud:

- Credit/Debit Card Payments: 2.95% per transaction (minimum fee of \$1.95)
- ACH/E-Check Payments: \$1.50 per transaction
- Pay by Phone/Text: \$0.95 per transaction

Returned/Rejected Payments:

Any payments that are rejected or returned for non-sufficient funds, accounts not found, or any other error(s) are subject to a \$60.00 NSF fee.

Important Notice Regarding AutoPay:

Customers who are currently enrolled in automatic ACH withdrawals must **re-establish** their AutoPay settings within the Invoice Cloud system to continue using this feature. This updated platform allows customers to securely manage and maintain their own payment methods without direct administrative intervention.



How to Get Started in Invoice Cloud:

1. Visit: <https://telford.authoritypay.com/>

- Select “Quick Pay” to make a one-time payment, or

Guests

Checkout with Quick Pay 

Log In

You will be taken to an external payment system.

Not registered?

Get started today. All you need is your account number and CID from your bill. [Create a new account?](#)

- Create an account for full access to features

2. To create an account, you will need:

- Your new account number (including the “-0” or “-1” suffix), and
- Your CID number

Both can be found on your new bill.



TELFORD
REGIONAL
AUTHORITY
EST. 1954

REMIT TO:
TELFORD REGIONAL AUTHORITY
50 PENN AVE
TELFORD, PA 18969

Pay Online, Sign Up for eBills,
and register for AutoPay:
• <https://telford.authoritypay.com/> •

ACCOUNT INFORMATION

ACCOUNT NUMBER: 999999-0

CID: 8201

NAME: Zion Poe

SERVICE ADDRESS: 999 Sesame St

BILL INFORMATION

BILL DATE: 04/14/2026

3. Once your account is established, you may:

- Enroll in AutoPay
- Sign up for e-bills
- Customize notification and reminder preferences

4. If you do not sign up for Invoice Cloud, you will continue to receive your bill in the mail to the mailing address on file.