

WATER CURRENTS



WATER NEWS Public Notification

As detailed in previous issues of the Water Currents, NPWA is implementing a new high-speed mass communication and notification system. This will improve the speed and efficiency with which the Authority can convey important information related to the water supply system. If you have caller ID, the number that will appear is 866-419-5000. If you receive a recorded message from the Authority and have any problem hearing it,

or your recording device does not pick up the message fully, you may call that number to hear the recorded message again.

Just a reminder as well to please add NPWA to the list of those entities that you notify with updated contact information as it changes. We appreciate your cooperation in helping us to serve you better.

WATER WORKS Winter Water Main Breaks

Frigid temperatures can result in an increase in the frequency of water main breaks. Factors contributing to water main breaks include the age of the water main, the pipe material and the condition of the roadway along with temperature fluctuation. As temperatures change or warm up during the day, the ground contracts and shifts. This shifting places stress on the pipes that are in the ground, sometimes causing the water pipe to crack or break. While weather changes are a natural occurrence in this area, NPWA has a water main replacement program that targets main, and prioritizes projects to replace that aging main. Being proactive in this area improves the quality and reliability of the water supply that the Authority delivers to its customers.

Whenever you see water coming up through the ground or a roadway, or if you experience extreme low pressure, please call our office at 215-855-3617 between the hours of 8:00 a.m. and 5:00 p.m. Our emergency number before or after business hours is 215-855-9945. NPWA staff is on-call 24 hours a day, seven days a week to respond to emergencies. Main breaks may result in temporary loss in pressure and discolored water in the immediate area of the break. Discolored water is typically caused by iron and manganese that is dislodged from the interior walls of the water transmission pipes. This discoloration does not pose a health risk and can usually be resolved by letting the cold-water tap run for a few minutes until it is clear. The distribution system, in the vicinity of a water main break, will return to normal in a short period of time after the pipe has been repaired. Persistent discolored water or pressure problems should be reported to the Authority.



Winter Reminders

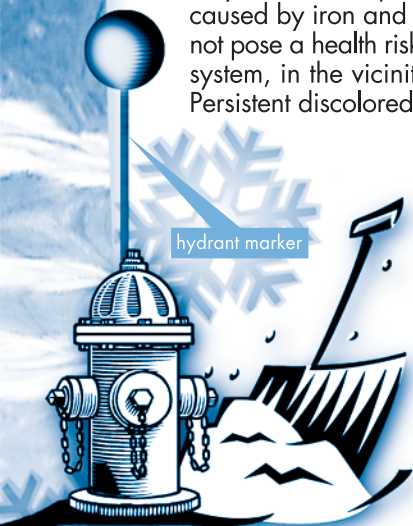
During the cold winter months, should you experience "no water" in your home, check all faucets before calling the Authority's office. The problem could be related to a frozen pipe in your home's internal plumbing, which is your responsibility to repair.

Hydrants throughout the NPWA distribution system are equipped with markers to assist the fire department in finding them if they become covered in snow or grown over with weeds or shrubs. Please don't tamper with the hydrant markers and call our office if you notice a marker has been removed or vandalized. After a snow storm, please clear (or have someone clear for you) the snow and ice from around the fire hydrants located in front of your properties.

TOYS FOR TOTS



Due to the overwhelming generosity on the part of the Authority's employees, our customers and area companies, over 450 items were collected during the recent Toys for Tots Program sponsored by the U.S. Marine Corps. In the nine years that NPWA has been a drop off site, over 4,500 items have been collected. Your generous support demonstrates the true spirit of Christmas in our community and benefits many needy children. Thank you again for your ongoing support.



WATER BREAK

With Tony Bellitto - Executive Director NPWA



To keep up with the effects of inflation that cause all our expenses to increase each year, North Penn Water Authority has increased its rates by a modest 3% for the average customer, effective January 1, 2009. The new usage rate is \$3.15 per 100 cubic feet, which is the same as \$4.21 per 1,000 gallons. The bottom line here is that the average customer will pay annually only about \$8 more this year as compared to last year.

Even with this modest increase, public water from NPWA is still "the best bargain in town." At this new rate, our average residential customer will pay about \$290 per year for water, which is the equivalent of only about 80 cents per day for an entire household's daily water supply. For a household size of 3 people, that's about 27 cents per person per day. That's a very low cost to pay for such a vital commodity, especially one that is reliably available 24 hours a day, 365 days a year, without interruption, for all domestic uses, like drinking, cooking, showering, bathing, flushing the toilet, lawn sprinkling, car washing, and fire protection. There is simply nothing you can buy that costs less, that has an equal or greater value than our product. It's a deal that can't be beat.

Another way to describe the cost of public water from NPWA is that our customers pay only one penny for about 2 gallons of water. What else can you buy for one thin penny these days at your local store? Absolutely nothing. Our product also has the added convenience of being delivered directly to your home.

The Authority has been able to keep rates low while increasing operating efficiency, thereby enhancing the value of the service we provide to our customers. Our focus on sound fiscal practices and an increased reliance on new technologies and labor-saving automation has enabled NPWA to continue delivering an economical supply of water that is always safe and reliable.

After Hours Emergency Number: 215-855-9945

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"WATER CURRENTS" is a publication of NPWA

www.northpennwater.org

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Speakers and Films
are available through NPWA
for Civic Organizations,
Schools, and Churches.
Address letters & comments to:
NPWA, P.O. Box 1659
Lansdale, PA 19446
Phone: (215) 855-3617

A dedicated, professional workforce committed to providing the community with a safe, reliable, and economical water supply



WATER CURRENTS

NORTH PENN WATER AUTHORITY QUARTERLY NEWSLETTER - 2009 Volume 10/No. 1

NPWA TOPICS:

WATER BREAK

- Modest Rate Increase

WATER STATS

WATER NEWS

- Public Notification System

WATER WORKS

- Winter Water Main Breaks
- Winter Reminders

TOYS FOR TOTS

WATER STATS

Delaware River Basin Water Daily Storage*

(as of December 31, 2008)
Average Daily Water Storage
Percent Above Average

271.006 billion gallons
188.828 billion gallons
43.52%

Rainfall

(expressed as inches)
January 2008 thru December 2008
20 Year Average for January thru December

39.51"
44.28"

*Source: www.state.nj.us/drbc/data.htm

