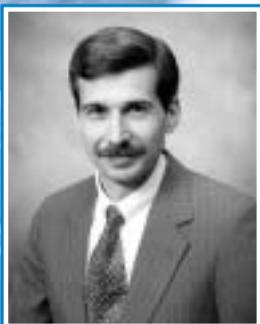


# WATER BREAK

With Tony Bellitto - Executive Director NPWA



I am happy to announce that again there will be **no rate increase** for all of NPWA's 28,000 customers in 2004. Our customers will continue to pay the rate of \$3.68 per 1,000 gallons of water, which was established two years ago. From 1996 through the end of 2001, we held the rate stable at \$3.81 per 1,000 gallons, with no increase for 6 full years. Then in January, 2002 we reduced rates to their current level of \$3.68, which we are holding steady for another year with no increase. Thus, the Authority has not had a rate increase in the past 8 years.

At this current rate, the average NPWA residential customer (an entire household) spends about 70 cents per day for water. This translates into a cost of one cent for 2.4 gallons. A full week's supply of water for the average household costs only about \$5 for all domestic uses, like drinking, cooking, showering, bathing, flushing the toilet, lawn sprinkling, car washing, and fire protection. 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.

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. The number of new customers continues to grow at a rate of about 2% per year with a steady stream of new residential construction in our service area. This factor, along with 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.



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

Speakers, Tours 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



**Please Return the BILL STUB with your payment to ensure faster and more accurate processing. Thank you.**

[www.northpennwater.org](http://www.northpennwater.org)

"WATER CURRENTS" is a publication of NPWA

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**After Hours Emergency Number: 215-855-9945**

# WATER CURRENTS

NORTH PENN WATER AUTHORITY QUARTERLY NEWSLETTER - 2004 Volume 5/No. 1

## NPWA TOPICS:

### WATER BREAK

No Rate Increase for 2004

### WATER WORKS

- Winter Water Main Breaks
- Winter Tips

## WATER STATS

<b>Delaware River Basin Water Daily Storage*</b> (as of January 9, 2004)	<b>273.1 billion gallons</b>
Average Daily Water Storage	<b>195.9 billion gallons</b>
Percent above average	<b>39.4%</b>

<b>Rainfall</b> (expressed as inches) January 2003 thru December 2003	<b>57.11"</b>
20 Year Average for January thru December	<b>43.22"</b>

\*Source: [www.state.nj.us/drbc/data.htm](http://www.state.nj.us/drbc/data.htm)

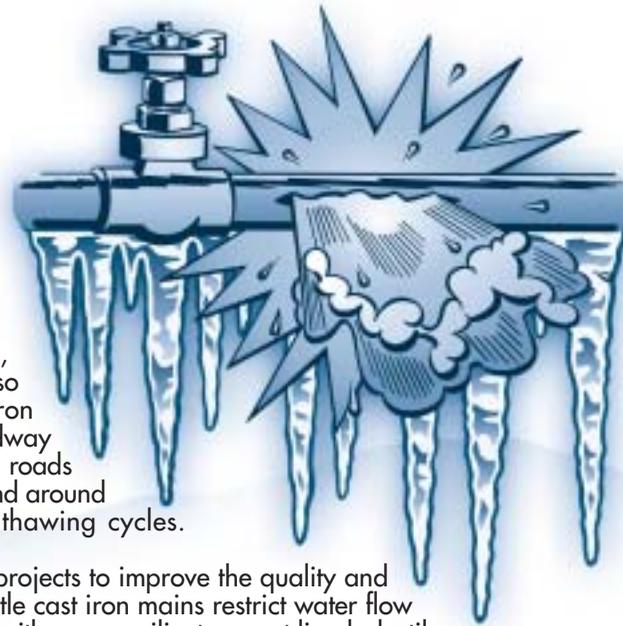


# WATER CURRENTS

## WATER WORKS

### WINTER WATER MAIN BREAKS

Frigid temperatures were an on-going part of the weather last winter and with another cold winter this season, could result in the frequency of water main breaks increasing throughout our 459 miles of pipe in our distribution system. 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. The age of the pipe can also play a major role in a water main's ability to resist this pressure. Older cast iron water mains are more brittle and more likely to break. The condition of the roadway above the water main can also contribute to the possibility of a main break. When roads are in poor condition, water can more easily seep through the cracks, into the ground around the pipe, intensifying the problem of ground settling, through freezing and thawing cycles.



NPWA continues its water main replacement program targeting and prioritizing projects to improve the quality and reliability of the water supply that the Authority delivers to its customers. Old, brittle cast iron mains restrict water flow due to a build-up of material on the inside of the pipe. These mains are replaced with more resilient cement lined, ductile iron pipes on a regular basis. Ductile iron pipes are more durable, and much less prone to failure and material build-up than cast iron pipes. Over the past two years, 3.6 miles of old main have been replaced, coordinating such improvements with local municipalities' road projects to minimize any inconvenience to our customers. The Authority has budgeted \$1.2 million dollars to replace older water mains in the year 2004.

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 TIPS

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.

After a snowstorm, please clear (or have someone clear for you) the snow and ice from around the fire hydrants located in front of your properties. This allows the fire department and the Authority's workers quick access to the hydrant in case of a fire, or for a necessary repair.

## TOYS FOR TOTS PROGRAM

Due to the overwhelming generosity on the part of the Authority's employees, our customers and area companies, 770 items were collected during the recent Toys for Tots Program sponsored by the U.S. Marine Corps. This total surpasses last year's by 135 toys and demonstrates the true spirit of the holidays in our community. Thank you for your generous support that benefits so many needy children in our area.

