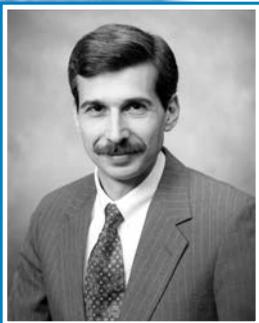


WATER BREAK

With Tony Bellitto - Executive Director NPWA



I am happy to announce that again there will be no rate increase for all of NPWA's 28,500 customers in 2005. Our customers will continue to pay the rate of \$3.68 per 1,000 gallons of water, which was established 3 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 9 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

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WATER CURRENTS

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NPWA TOPICS:

WATER BREAK

Winter Tips

WATER NEWS

At the Forefront of Water Loss Prevention

Toys for Tots Program

WATER STATS

Delaware River Basin Water Daily Storage*
(as of January 7, 2005) **272.2 billion gallons**

Average Daily Water Storage **194.3 billion gallons**

Percent above average **40.07%**

Rainfall
(expressed as inches)
January 2004 thru December 2004 **52.75"**

20 Year Average for January thru December **43.49"**

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



WATER CURRENTS

As a first-class water utility, North Penn Water Authority takes measures to ensure that water is delivered to your faucet as efficiently as possible. This is a significant challenge that requires daily vigilance by Authority personnel. Consider this: Upon leaving the Authority's water production facility, your water must travel through various portions of a 475 mile network of underground piping prior to entering your home. This network includes about 2,900 fire hydrants, 9,300 valves, almost 29,000 service connections, and over 100,000 pipe joints! Each one of these areas is a potential source of water leakage from the system. Water loss reduces the efficiency of water delivery and increases operating costs and can also cause damage to roads and property. In order to combat water loss, the Authority conducts year-round leak detection to pinpoint, identify and repair leaks as they occur.

You may have noticed an NPWA truck in your neighborhood with personnel wearing headphones working in the street and near fire hydrants. A four member team headed by Crew Leader, Bill Hoffman, is responsible for canvassing our roughly 76 square mile service area monitoring for and detecting areas where leaks are occurring.

How does he do it? Well we asked him that very question. "It requires constant vigilance and dedication by the crew," he said in a recent interview. "We use audio listening devices that allow us to hear the sound of flowing water from the pipe. It's a time-tested method and somewhat of an art form." Under Bill's guidance and leadership, system loss has been reduced from 15% to about 10% in the last 5 years, resulting in a reduction in operating costs of over \$40,000/year. This is the lowest level since the Authority began tracking this statistic over 20 years ago. For a water system of this size, a 10% loss level is typically considered very good. "We're not satisfied with that level," he noted, "we would like to reduce it even further so that we are best-in-class for loss prevention." To help him accomplish this, the Authority is investing in the purchase of the latest leak detection equipment technology.

This new equipment has digital sensors that can detect sound waves not audible to the human ear. The devices can be inserted at key points in the water distribution system and then "listen" unattended for up to 24 hours. Using this "digital correlation technology," leaks that

previously went undetected will now be precisely pinpointed. Where a leak has already surfaced, the new technology will also help to locate the precise location of the pipe breach, resulting in more efficient emergency response efforts to repair the problem spot. Bill is quite excited at the prospects of the new equipment. "We'll be able to find those troublesome leaks that are very difficult to locate," he said, "and we will be able to reduce loss in our system to levels that were not previously possible." This latest initiative will continue to keep NPWA as an industry leader in water loss prevention.

As a customer, you can also do your part in leak detection and prevention. If you notice water bubbling in the street or in your yard, please notify us immediately so that we may follow up to confirm the presence of a leak. You may also want to check your own plumbing for leaks. According to the American Water Works Association, studies show that dripping faucets and leaking toilets account for as much as 14% of all indoor water use, equivalent to 10 gallons per person of water lost per day.

HERE ARE SOME TIPS THAT THEY OFFER:

Check Your Water Meter

- ¥ Use your water meter to check for leaks in your home. Start by turning off all faucets and water-using appliances and make sure no one uses water during the testing period.
- ¥ Take a reading on your water meter, wait for about 30 minutes, then take a second reading. If the dial has moved, you have a leak.

Check for Leaky Toilets

- ¥ The most common source of leaks is the toilet. Check toilets for leaks by placing a few drops of food coloring in the tank. If after 15 minutes the dye shows up in the bowl, the toilet has a leak.
- ¥ Leaky toilets can usually be repaired inexpensively by replacing the flapper.

Check for Leaky Faucets

- ¥ The next place to check for leaks is your sink and bathtub faucets. Dripping faucets can usually be repaired by replacing the rubber O-ring or washer inside the valve.

For further information on leak detection and conservation in the home, check out the following websites which provide more extensive information:

- ¥ www.h2ouse.org
- ¥ www.awwa.org/Advocacy/learn/conserves/index.cfm

Leak detection technician, Denny Wampole checks a fire hydrant for leakage

WINTER TIPS

During the cold winter months, if you experience "no water" in your home, check all faucets to determine if the problem could be related to a frozen pipe in your home's internal plumbing. If that's the case, it is your responsibility to repair. To reduce the chance of a frozen pipe, make sure all windows in a basement area are closed and replace or cover cracked or broken windows.

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. If possible, also remove snow and other debris from around storm drains.

TOYS FOR TOTS PROGRAM

Due to the overwhelming generosity on the part of the Authority's employees, our customers and area companies, 361 items were collected during the recent Toys for Tots Program sponsored by the U.S. Marine Corps. In the five years that NPWA has been a drop off site, over 2,100 items have been collected which demonstrates the true spirit of the holidays in our community. **Thank you for your generous support that benefits so many needy children.**

