



With Tony Bellitto - Executive Director, NPWA

In an effort to keep up with the effects of inflation that raise expenses each year, North Penn Water Authority has increased its rates by a modest 3% for the average customer, effective January 1, 2015. The new usage rate is \$3.70 per 100 cubic feet, which is the same as \$4.95 per 1,000 gallons. As a result, the average customer will pay annually about \$9 more this year as compared to last year. Sellersville Service Area customers will not have any change to their rates which were established in 2011 under the terms of the Agreement of Purchase.

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 \$332 per year for water, which is the equivalent of approximately 91 cents per day for an entire household's daily water supply. For a household of 3 people, that's only about 30 cents per person per day. That's a very low cost 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.

NPWA customers pay only one penny for about 2 gallons of our public 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 increased reliance on new technologies and labor-saving automation have enabled NPWA to continue delivering an economical supply of water that is always safe and reliable.

Business Hours (Mon-Fri - 8:00 a.m. - 5:00 p.m.): 215-855-3617
After Hours Emergency Number: 215-855-9945

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www.northpennwater.org "WATER CURRENTS"

MPWA accepts Discover, MasterCard and VISA

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

(Near the intersection of Forty Foot Road & Allentown Road)

Location:
300 Forty Foot Road
Lansdale, PA 19446
(Towamencin Township)

Speakers and Films are available through NPWA for Civic Organizations, Schools, and Churches.

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



WATER CURRENTS

NORTH PENN WATER AUTHORITY NEWSLETTER -2015 Volume 16/No. 1

NPWA TOPICS:

WATER BREAK

TOYS FOR TOTS

WATER NEWS

- Storage Tanks Update
- Seasonal Reminders
- IVR Pay by Phone

TOYS FOR TOTS

Due to the overwhelming generosity on the part of the Authority's employees, our customers and area companies, over 250 items were collected during the recent Toys for Tots Program sponsored by the U.S. Marine Corps. In the fifteen years that NPWA has been a drop-off site, over 7,700 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 CURRENTS

2015 Volume 16/No. 1

WATER NEWS Storage Tanks Update

Storage tanks provide increased available water to the system for fire flow and during peak demand periods, while stabilizing water pressure to our customers. In December of 2014, North Penn Water Authority completed construction of a new 3-million gallon water storage tank located just off Township Line Road, near Cowpath Road, in Franconia Township. The tank project began in April of 2013 and cost over \$6,000,000 to complete. The structure is 135 feet in height with a 118 foot diameter steel bowl for water storage, resting on top of a 60 foot diameter, 84 foot tall concrete pedestal. This 3-million gallon tank of composite material is the largest of its kind in the mid-Atlantic region. It will provide the Authority a significant amount of water in accessible storage, to meet customers' growing needs.

It had been almost 20 years since the last time the Authority built additional tank storage. Since that time, water demands have increased substantially along with the number of customers to an average daily water demand of about 10 million gallons per day, with a peak daily water demand of about 15 million gallons per day. As the number of customers and their associated water demands has grown steadily over these years, the amount of water storage held in the NPWA's tanks had remained constant until now.

With completion of the Franconia tank at the end of 2014, the Authority is on schedule to commence maintenance work in the spring of 2015 on the existing elevated 2-million gallon water storage tank in Lansdale Borough, located near the Madison Avenue parking lot. The Lansdale tank is a



critical, central component of the Authority's water distribution system, and it could not be taken out of service for the extended time necessary for rehabilitation of the tank until additional storage capacity was first made available with the new tank in Franconia. Now with that completed, in the spring of 2015, both the inside and outside of the Lansdale tank will be sandblasted, restored, and painted. Unlike paint that was used decades ago, today's advanced coatings will better protect the structure from discoloration and surface rust, ensuring that the tank will be kept in good appearance and operating condition for many years to come. In the next few years after the Lansdale tank painting is completed, similar maintenance work will commence on the Authority's elevated tank in Hatfield Borough.

In addition, construction has begun on a 2.5-million gallon elevated water storage tank in Skippack Township in conjunction with the development of the modernized SCI-Phoenix Correctional Facility. The new Skippack tank is scheduled for completion by year-end 2015, establishing the upgraded prison facility as a major customer of NPWA. The Skippack tank will support our new customer while allowing for residual benefits of stabilizing pressure and water storage to the surrounding communities served.

As is apparent from the tank construction and maintenance work being undertaken, along with the routine annual maintenance and water main replacement, the Authority is working diligently to sustain its infrastructure system. Doing this helps to ensure that the North Penn Water Authority continues to fulfill the critical mission to provide a high quality, continuous, and economical water supply to over 33,500 customers.

WATER NEWS Seasonal Reminders

"No Water": 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. As the property owner, you are responsible for repairing the home's internal plumbing. To avoid freezing pipes and costly repair bills, we suggest the following winterizing tips: (1) Wrap and insulate pipes in unheated areas such as basements, closets, attics, or crawl spaces; (2) Caulk windows and replace or cover cracked or broken windows that are near water meters or pipes as well as where the pipe goes through walls; and (3) Locate and tag your master valve just in case pipes freeze and rupture.

Hydrants: Some 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. 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. This allows the fire department and the Authority's crews quick access to the hydrant in case of a fire, or for a necessary repair.

Fire Lines: Any customers testing the operation of their fire sprinkler system and fire service line should call the Authority office ahead of time to notify us of their plans. This will allow the Authority to enact any necessary operational contingencies to ensure high quality, continuous water service to all customers.

Spring Hydrant Flushing Program: Our program of flushing and inspecting the hydrants should start, weather permitting, at the end of March and run through the end of May. As flushing time approaches, notices of hydrant flushing dates and locations will be posted in local newspapers and announced on WNPV Radio (1440 AM). You can also check the message portion of your bill or our website at **www.northpennwater.org** for this information.

WATER NEWS IVR - Pay by Phone

As reported in the last newsletter, the Authority provides customers with several convenient bill payment options, including credit card payment, E-Billing, online payment, ACH, and now the ability to pay directly by phone. More details regarding the Interactive Voice Response (IVR) system to pay by phone is available by clicking on the top banner on the Home Page of the Authority's website, or to check on all of the payment options, click the "Convenient Payment Options" button on that page. These time saving options make it easier for customers to pay bills 24 hours a day, seven days a week by phone or online using Discover, MasterCard or VISA credit or debit cards or an E-Check. To pay by phone any time of day or night, dial 215-855-3617, and press 4 to be taken to the Authority's automated payment system.