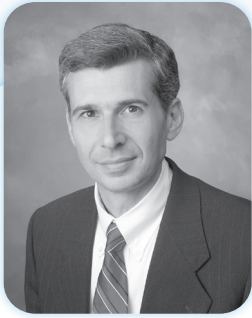


WATER BREAK

With Tony Bellitto - Executive Director, NPWA



Our most recent Annual Report highlighted Professional Collaboration. The North Penn Water Authority is actively involved with many professional Associations in the water industry. The two most prominent are the American Water Works Association (AWWA) and the Pennsylvania Municipal Authorities Association (PMAA). These professional Associations offer numerous technical and management training opportunities, workshops, seminars, committee meetings, conferences, equipment vendor exhibits, and on-line webinars for members to participate in throughout the year. This collaboration provides us with a wealth of knowledge, resources, and people that are critical to the success of the Authority's performance which, in turn, directly benefits the customers and municipalities that we serve.

The Authority employees and Board members are totally committed to the mission of providing the most reliable and best quality drinking water possible. It has been instilled in every level of the organization that continuous improvement, excellent performance, and adherence to best industry practices are the expectation for all aspects of our business. Please go to our website at www.northpennwater.org to see the entire 2013 Annual Report for more information.

In other news, I also want to announce that one of our longest-serving employees, Bill Smith, retired in May after almost 43 years of dedicated service to the North Penn Water Authority. Since 1971, Bill has been employed in the Operations Department in varying capacities, involved in all aspects of our water supply distribution systems, piping installations, replacements, repair, and maintenance of our growing infrastructure. We thank Bill for his many years of distinguished service, and we wish him all the best in his retirement.

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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"WATER CURRENTS"

www.northpennwater.org

NPWA 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 -
2014 Volume 15/No. 2

NPWA TOPICS:

WATER BREAK

WATER MARKS

- Retirement and Awards

WATER NEWS

- Automated Phone Payments (IVR)
- Public Notification
- Relay for Life

TOYS FOR TOTS

WATER MARKS Retirement and Awards



Bill Smith, who joined the North Penn Water Authority on October 4, 1971, retired on May 23, 2014 after almost 43 years of service. The Authority wishes to thank Bill, our former Operations Maintenance Superintendent, for his dedication, and extend our best wishes to him for a happy, healthy, and successful future.

At the PA AWWA Conference this year, three NPWA employees received Awards: Kenneth J. Miller Founders Award went to NPWA Executive Director Tony Bellitto (center) for his work with Water for People; Southeast District Trustee Service

Award to Director of Operations and Engineering Dan Preston (left); and Operator Meritorious Service Award went to Operations Manager Jon Hartzell (right).





WATER CURRENTS

2014 Volume 15/No. 2

WATER NEWS **New Bill Payment Option - Automated Phone Payments (IVR)**

The Authority understands that our customers want convenient bill payment options. The implementation of credit card payment, E-Billing, and the ability to pay online are several of the ways we have addressed that over the years. These time saving options make it easier for customers to pay bills 24 hours a day, seven days a week using Discover, MasterCard or VISA credit or debit cards. You can also arrange to have your bill deducted from your bank account by signing up for the Automatic Clearing House (ACH) feature. In the near future, the Authority is adding another option to that array. Customers will be able to use an automated Interactive Voice Response (IVR) system to pay by phone 24 hours a day, seven days a week, without needing to speak to a Customer Service Representative to do so. More detail regarding all of the payment options is available on the Authority's website in the "Customer Service" section under "Billing Information" or by clicking "Convenient Payment Options" on the Home Page. If you are interested in the Automated Pay by Phone option, check the website. A notice will be posted on the home page banner when it becomes available.

WATER NEWS **Public Notification - Update Phone Number/Email Address Contact Information**

As mentioned in previous issues of the Water Currents and on the home page at www.northpennwater.org, NPWA implemented a high-speed mass communication system several years ago. Along with notification of the annual spring hydrant flushing program, phone calls have been utilized this year to reassure customers throughout our system that North Penn Water Authority was not affected by the water problems being reported related to a neighboring water company and in an unrelated instance in the case of a major water main break that occurred in Sellersville to advise customers in the Sellersville and West Rockhill areas of the problem.

During those incidents, many customers called us because they were not included in the automated phone calls. In checking into why that occurred, it reinforced the need for customers to send us their updated contact information, especially for this type of situation. In all of the recent communication attempts, in fact, the Authority found there were some numbers used that had been changed by the customer so the information we were attempting to convey did not reach them. If your landline or cell phone number has changed and you have not notified

the Authority to update your account, please call Marianne Morgan, Community Relations Coordinator at (215) 855-3617, ext. 130 or email us at info@northpennwater.org with your current information.

In addition, there was a recent email notification concerning the Annual Drinking Water Quality Report that returned some unreachable email addresses. If you submitted an email address but did not receive an email from the Authority concerning the Water Quality Report and/or wish to receive future emails on this and other important topics, or if you opted out of receiving any future phone calls or emails from NPWA and now want to be included again, please contact us as noted above to review your contact information for your account.

Our ability to provide notification in the event of a problem or clarification, or to send Water Quality Reports and other important information related to your water supply, is only as good as the latest contact information you provide us. Please remember to notify NPWA if that information changes during the year. We appreciate your cooperation in helping us to serve you better.

WATER NEWS **NPWA Participates in American Cancer Society's 16th Annual North Penn Area Relay for Life**



For the eleventh year, North Penn Water Authority's "Thirsting for a Cure" team participated in the American Cancer Society's Relay for Life event which was held on June 21, 2014 at the North Penn High School track in Lansdale. Final totals for the 2014 event for all 36 teams that participated are not available yet because donations are still coming in. As of this writing, however, the overall event total raised by all the teams (440 participants) has exceeded \$131,000 for the fight against Cancer. The NPWA "Thirsting for a Cure" team included: Tony Bellitto, Sharon Bellitto, Sue Borowski, Helene Dunn, Gary Raser, and Maryann Regan. Working together, the NPWA team members raised almost \$1,600 this year and over \$19,000 for this important cause since first beginning to participate in the Relay for Life. Funds were

raised through contributions by team members, family, and friends who sponsored them on the walk, and through donations by employees who supported various fundraising activities throughout the year. Special thanks to team captains Sue Borowski and Helene Dunn as well as Bill Hoffman, Kevin Mokriski, Bill Smith, Craig Symons, and Dan Yaw for all their efforts in preparing for and setting up at this event. For information on becoming involved in the Relay for Life, please check out the ACS relay website at <http://www.relayforlife.org>.

TOYS FOR TOTS

While it may be "rushing the season" to mention Christmas so soon, now that the newsletter is semi-annual, we are taking this opportunity to let customers know that for the fifteenth year, the North Penn Water Authority will be a drop-off site for The Toys for Tots Program sponsored by the U.S. Marine Corps. Please consider purchasing an item for a child up to 18 years of age, such as toys, books, art supplies, disposable cameras, or gift certificates. The drop-off bin will be available in the Authority's front lobby area Monday through Friday, 8:00 a.m. to 5:00 p.m., from the last week of October until December 15. Knowing this is very early to be thinking about Christmas, please mark your calendar with a reminder of the drop-off dates if you'd like to donate. Thank you very much for your continued support in providing needy children with a better Christmas.

