NORTH PENN WATER AUTHORITY

BEHIND THE SCENES
BELOW THE SURFACE

2014 Annual Report

CHAIR'S MESSAGE

The North Penn Water Authority's (NPWA) most critical goal is providing customers with a safe, reliable, economical, high quality drinking water supply. Much of what needs to occur to make that happen is invisible to the public, and occurs behind the scenes and below the surface. This report highlights some of that.

At the NPWA Operations Center and Forest Park Water (FPW) Treatment Plant, there are many departments working daily to ensure that the Authority's mission is achieved. I won't go into all of that here, but would ask that you take a few minutes to look through the report to see what happens behind the scenes in those various areas.

Currently, approximately 85% of the water that NPWA delivers to its customers is treated surface water from the FPW Treatment Plant located in Chalfont. The remaining 15% of water comes from 17 groundwater supply wells that NPWA operates throughout the service area in Bucks and Montgomery Counties. Much of the infrastructure to ensure that on-going supply is unseen below the surface, but nevertheless in need of attention to safeguard its on-going viability. $3.4 million was allotted toward the FPW Transmission Main Project and miscellaneous improvements at FPW in 2014 to ensure Authority customers receive a continuous, high quality water supply now and into the future.

The financial reports of North Penn Water Authority continue to be very strong with excess revenue over expenses being made available for the above investment in FPW as well as for debt reduction and other capital improvements. These expenditures included installation, replacement, and servicing portions of the 567 miles of water main throughout the Authority's service area as well as the upgrade and replacement of meter equipment, and maintenance and construction of tanks, booster stations and well houses.

I want to thank my fellow board members who volunteer their time to serve the North Penn Water Authority and their respective communities. In particular, I want to thank Marvin Anders, who has volunteered his service for 40 years as the Souderton Borough representative on our board. He is a tremendous resource to both the board and management of the Authority. On behalf of the entire Board of Directors, I also want to thank all of our management team members and staff for their commitment and the work they do every day, often behind the scenes, to meet the Authority's critical mission of providing customers with a reliable, economical, high quality water supply.

HELEN B. HAUN
CHAIR

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BOARD OF DIRECTORS - 2014

Seated (l-r) – Marvin A. Anders, Treasurer (Souderton Borough); Helen B. Haun, Chair (New Britain Township); Ernest D. Yocum, Jr. (Towamencin Township).

Standing (l-r) – Douglas M. Johnson, Assistant Treasurer (Lower Salford Township); George E. Witmayer, (Franconia Township); John S. Strobel, Secretary (Hatfield Township); Jeffrey H. Simcox (Lansdale Borough); Paul D. Ziegler, Vice-Chair (Worcester Township); Robert A. Fisher (Skippack Township); and Kenneth V. Farrall, Assistant Secretary (Hatfield Borough).

New Britain Township	**HELEN B. HAUN,** Chair
Worcester Township	**PAUL D. ZIEGLER,** Vice-Chair
Hatfield Township	**JOHN S. STROBEL,** Secretary
Souderton Borough	**MARVIN A. ANDERS,** Treasurer
Hatfield Borough	**KENNETH V. FARRALL,** Assistant Secretary
Lower Salford Township	**DOUGLAS M. JOHNSON,** Assistant Treasurer
Franconia Township	**GEORGE E. WITMAYER**
Lansdale Borough	**JEFFREY H. SIMCOX**
Skippack Township	**ROBERT A. FISHER**
Towamencin Township	**ERNEST D. YOCUM, JR.**

Consulting Engineer – **Cardno BCM**
Solicitor – **Hamburg, Rubin, Mullin, Maxwell & Lupin**
Auditor – **Maillie LLP**
Trustee – **Bank of New York Mellon Trust Company NA**

BEHIND THE SCENES/BELOW THE SURFACE

The most important mission of the North Penn Water Authority is to provide the public with a safe and reliable supply of drinking water. The Authority provides high quality drinking water to over 33,500 customers in 21 municipalities in a cost efficient way. The water travels below the surface through 567 miles of pipe to reach customers throughout the entire service area.

Since so much of the infrastructure and operations of the North Penn Water Authority is "Behind the Scenes" and "Below the Surface", the report this year highlights these two important areas that often go unseen by those outside the water industry. In fact, except for when there is a construction project, pipe installation, flushing, meter installation, or other work occurring in neighborhoods, often the most visible things customers see are fire hydrants, water tanks and Authority vehicles traveling to various locations to perform the necessary services. While some of those projects will be addressed later in this report, it begins with what is going on "Behind the Scenes", in all of the areas throughout the Authority. NPWA employees, many of whom are customers themselves, take pride in being able to provide this service to the community. Below, in alphabetical order, are all of the departments with a short description of some of the work they perform.

Administration and Public Relations:

This department is responsible for overseeing Human Resources in the handling of personnel-related responsibilities. Administrative support and communication of important information through various media are among the activities of this department. Other primary duties include discussions with customers concerning water quality related matters in routine daily communications and through public phone notification, as needed, as well as coordination and distribution of the annual Water Quality Report. Administration and Public Relations (APR) also handles preparing legal notices advertising meeting dates and the availability of the Water Quality Report, as well as posting and issuing news releases on spring flushing of the Authority's system and other topics throughout the year. Additional APR activities include

educational outreach to groups and schools, preparation of employee and customer newsletters and the Annual Report as well as website maintenance and participation in community events throughout the year.

Customer Service:

Customer Service is responsible for communication with customers concerning service matters and billing inquiries, handles regular billing, processes payments, initiates service to new homes, prepares water certifications, and produces final bills when customers sell their homes and need to close out their accounts. Customer Service also maintains historical account data, prepares work orders, and schedules meter personnel to investigate issues, including high usage and low pressure, as well as to install meters at new locations, and repair or replace meters/MXUs should there be an issue.

Engineering:

This department's duties include administering of the Authority's Asset Management Program, Long Range Planning, and the Capital Investment Plan. Activities include managing developer main extensions within the service area, implementing the Annual Main Replacement Program, DEP permitting and bidding out projects. Engineering works with various consultants and municipalities to design and implement major capital projects such as new tanks, well and booster stations, tank repainting, main replacements, and major transmission mains. The department utilizes the Geographic Information System (GIS) to collect, document and track all NPWA assets so that this information can be used for future capital investment planning, mapping and for maintenance management activities by the Operations Department. In addition, the department uses a state-of-the-art computer model of the water system for planning and evaluating main extensions, water quality and fire flow throughout the system.

Finance:

This department handles recording of daily financial transactions, including accounts payable and receivable, and prepares payroll, purchase orders, and monthly and annual financial reports. This team also compiles statistical data, maintains inventory records, and oversees the Authority's budgeting process.

Information Technology:

This department's duties include implementing, maintaining and enhancing all computer applications, including but not limited to the Geographic Information System (GIS), Customer Information System (CIS), Work Order Management (WOM), Interactive Voice Response (IVR), Exchange email System, Enterprise Resource Planning (ERP) System, meter reading management, Automated Meter Reading (AMR), customer payment website, vehicle maintenance and fuel management system, anti-virus, mail filtering, web access filtering, Emergency Notification System (ENS), firewall, Virtual Private Network (VPN) management, Site Recovery Manager (SRM) for disaster recovery, building security card access, interim Uninterrupted Power Supply (UPS), closed circuit camera, and all telecommunications systems. The Information Technology department employees are available 24 hours a day, 7 days per week to ensure that all systems are performing optimally for the Authority.

Meter:

This department installs, repairs, and reads water meters. Meter staff utilizes Automatic Meter Reading (AMR) equipment to record consumption information which Customer Service uses to prepare billings, including noting abnormal consumption, recording reasons for fluctuations and informing customers. Staff is responsible for activation, replacement, and deactivation of meters throughout the service area.

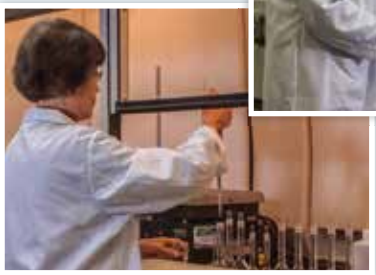
Operations:

The Operations Department is divided into **four critical areas** that ensure that the Authority provides customers with a safe and reliable supply of drinking water:

(1) **Distribution System Maintenance** provides maintenance and repairs to all existing water mains, valves, and fire hydrants within the distribution system. This includes preventative maintenance programs for leak detection, valve operating, locating of NPWA pipes for the PA One-Call system, fire hydrant operating and spring flushing; (2) **Construction** oversees, coordinates, and inspects all new water main projects and water main replacement projects. This includes all service and fire hydrant installations as well. NPWA inspectors ensure all projects are installed to NPWA specifications and provide as-built and GIS information for all projects; (3) **Fleet Maintenance** handles the maintaining of all company vehicles and heavy equipment, and performs routine maintenance and repairs to keep equipment running safely and properly; and (4) **Systems Control** is responsible for the treatment and production related to 17 active production wells, nine water storage tanks, and ten booster stations throughout the distribution system. Using a Supervisory Control and Data Acquisition (SCADA) System, staff monitors current levels in all facilities to ensure adequate water treatment, tank levels, and pressures are maintained within the system. They also inspect and perform maintenance as needed, on well houses, water storage tanks and booster stations, as well as collect water analysis samples as needed. Operations Department employees are available 24 hours a day, 7 days a week for any emergency responses required in the system.

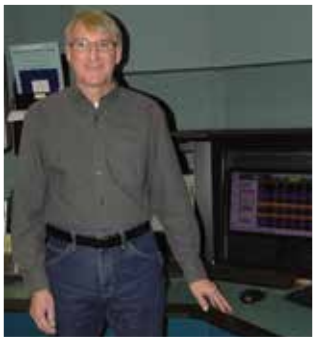
Water Quality:

The employees in this department work out of the North Penn Water Authority laboratory located at the Forest Park Water Treatment Plant. While not located at the Operations Center, as with the other departments, the staff members of the Water Quality Department are NPWA employees. They handle collecting water quality samples throughout the distribution system and do laboratory analysis of the samples to ensure that the highest quality water is delivered to customers. This department is responsible for completion of the Annual Water Quality Report mandated by the Safe Drinking Water Act, and ensuring compliance with all State and Federal Regulations.



Forest Park Water:

This report focusing on what occurs "Behind the Scenes" to bring safe, high quality drinking water to Authority customers would not be complete without including the work performed by the employees of Forest Park Water (FPW). While technically they are not staff of North Penn Water Authority because FPW is jointly owned by the North Penn and North Wales Water Authorities, they are a crucial part of the Authority's operations. The plant never shuts down and is always staffed with at least one operator on-site 24 hours a day, 7 days per week.



Forest Park Water (FPW) Treatment Plant is a state of the art water treatment facility that combines conventional treatment processes such as coagulation, flocculation, sedimentation, and disinfection with advanced techniques, which include ozone disinfection and membrane filtration. FPW was the first surface water ozone water treatment facility in Pennsylvania. It has maintained its status as a leading water treatment facility by retrofitting the plant to include membrane filtration. This leading-edge technology is capable of consistently producing very high quality water and ensures the plant can safely meet the current as well as the future more stringent State and Federal Water Quality Regulations.

This combination of traditional and innovative water treatment allows FPW to produce the safest, highest quality water possible. In 2014, FPW received the prestigious Area Wide Optimization Program (AWOP) Award presented by the PA DEP. The award recognizes outstanding efforts toward optimizing turbidity removal performance. AWOP is a national filter plant optimization effort among 22 states, the EPA, and the Association of State Drinking Water Administrators. The AWOP Award and FPW's on-going participation in the "Partnership for Safe Water", a voluntary program administered by the American Water Works Association, demonstrate FPW's continuing commitment to operational excellence.

The transmission main delivering water from the FPW Treatment Plant to the Authority customers is only one part of the many things that are "Below the Surface". Before the water even reaches the treatment plant, it travels for miles both above and below the surface.

The source of water that is treated at FPW is the North Branch Neshaminy Creek. The North Branch Neshaminy Creek originates as a small stream near Route 413 in Central Bucks County. The creek then flows into Lake Galena, which is the reservoir for FPW. Water released from Lake Galena flows

down the Neshaminy Creek to where it is then drawn into the FPW Treatment Plant, in Chalfont, Pennsylvania. At times throughout the year, water is pumped from the Delaware River at Point Pleasant and diverted into the North Branch Neshaminy Creek near Gardenville, Pennsylvania. This diversion controls the level of Lake Galena for recreational purposes, ensures a sufficient drinking water supply, and maintains baseflow in the stream.

In 2014, approximately 85% of the water that NPWA delivered to its customers was treated surface water from the FPW Treatment Plant.

The remaining 15% of water came from 17 groundwater supply wells that NPWA operates. These wells are located throughout our service territory in Bucks and Montgomery Counties. While the wells are below the surface, so not visible to customers, well houses and booster stations are located throughout many neighborhoods where the Authority tries to make them as unobtrusive as possible in their appearance.

The water flowing from the treatment plant and wells travels through the Authority's 567 miles of pipe to reach the customers' homes and businesses. Except for those times when crews are working to install new water mains or do service work, the pipes are underground and not readily visible.

What is clearly visible are most of the Authority tanks which are above ground. However, the Old Morris Road Tank, completed in 1995, is a 2.5-million gallon precast concrete storage tank constructed mostly above, but partially below ground, with an earthen mound placed overtop so that the tank would blend into the surrounding Lederach landscape.

The Franconia Tank, completed in 2014, is a 3-million gallon water storage tank in Franconia Township. It was the first tank constructed by the Authority since the Lederach one. The Franconia tank cost over $6,000,000 to construct, is 135 feet in height with a 118 foot diameter steel bowl for water storage resting on top of a 60 diameter, 84 foot tall concrete pedestal.

Fire hydrants are another very visible part of the Authority's system, although many do not realize that the hydrants are owned and maintained by NPWA and not the local fire departments. Annual inspection and flushing of fire hydrants increase public safety by insuring that hydrants will function when called upon in the case of a fire. Flushing of hydrants also improves water quality by removing the build-up of materials from the inside of water distribution pipes which cannot be seen but needs to be removed to maintain a well-run system.

Whether above or below the surface, North Penn Water Authority is committed to investing into the infrastructure and technology needed to meet its critical mission. Visible or behind the scenes, the Authority is comprised of a dedicated, professional workforce that is committed to providing a safe, reliable, and economical water supply to customers now and into the future.

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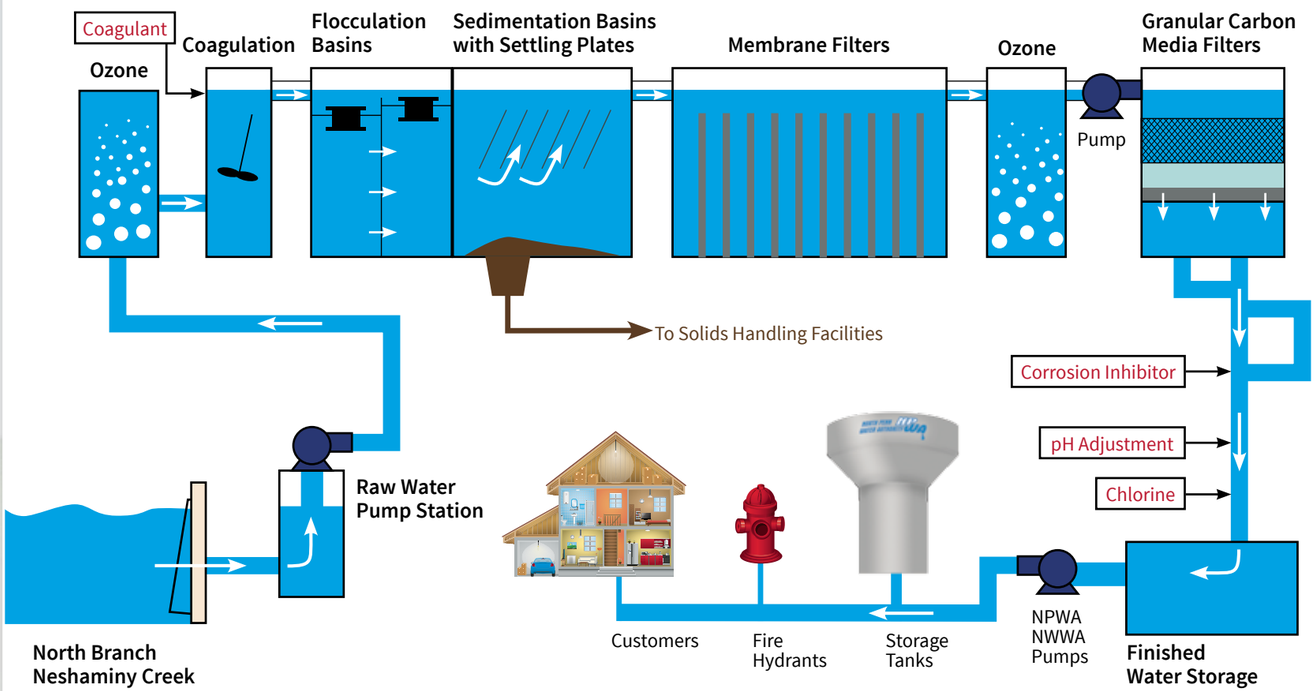
FOREST PARK WATER TREATMENT PLANT

Forest Park Water

Forest Park Water (FPW) Treatment Plant is an advanced drinking water treatment facility that treats water taken from the North Branch Neshaminy Creek and supplies approximately 85% of the water delivered to Authority customers. Depicted below is the treatment process the water undergoes before entering the Authority's distribution system.

The emergency generator allows FPW to reliably supply water during power outages.

WATER TREATMENT PROCESS

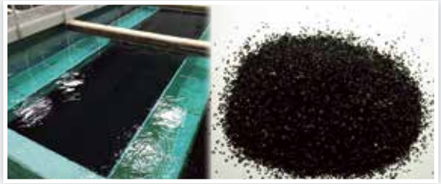


Raw Water Intakes
Raw water is pumped when needed from the Delaware River through the Point Pleasant Pump Station, and is discharged into the North Branch of the Neshaminy Creek (NBNC). The intake system, comprised of an inflatable rubber dam, a bar rack intake, and traveling screens, conveys debris-free water to the Raw Water Sump Pumps. The pumps then transfer the water to the treatment plant and maintain flows through all stages prior to filtration.

Pre-treatment
Pre-treatment is used to describe treatment that occurs prior to filtration, including Pre-Ozone, Coagulation, Flocculation and Sedimentation Basins. Water exiting the Sedimentation Basin is called clarified water.

Membrane Filtration
The clarified water flows to an advanced microfiltration stage where microscopic particulates are filtered out by submerged membranes. Membranes provide a more effective barrier against the passage of potentially harmful substances. The membranes, consisting of about 45 million hollow-tube fibers, trap particulates before water flows to the next stage.

Ozonation
Ozone is dosed to the filtered water to achieve powerful disinfection. Residual ozone is then quenched by a reducing agent.



Granular Activated Carbon
The ozonated water gets pumped to Granular Activated Carbon (GAC) contactors where a variety of organic and chemical compounds are removed. The water is dosed with chlorine to ensure a residual concentration remains throughout the entire distribution system.

Finished Water
Finished water is collected in the 2-million gallon Clearwell reservoir. Massive pumps deliver water to the Authority's distribution system where a network of pipes, pump stations, and storage tanks deliver high quality water to the customers, while also providing fire protection for the surrounding communities. Dual transmission mains and a generator at the treatment plant, along with generators at the well houses and booster stations, provide further assurance to customers of a constant water supply.

www.npwa.org/fpwtreatmentplant

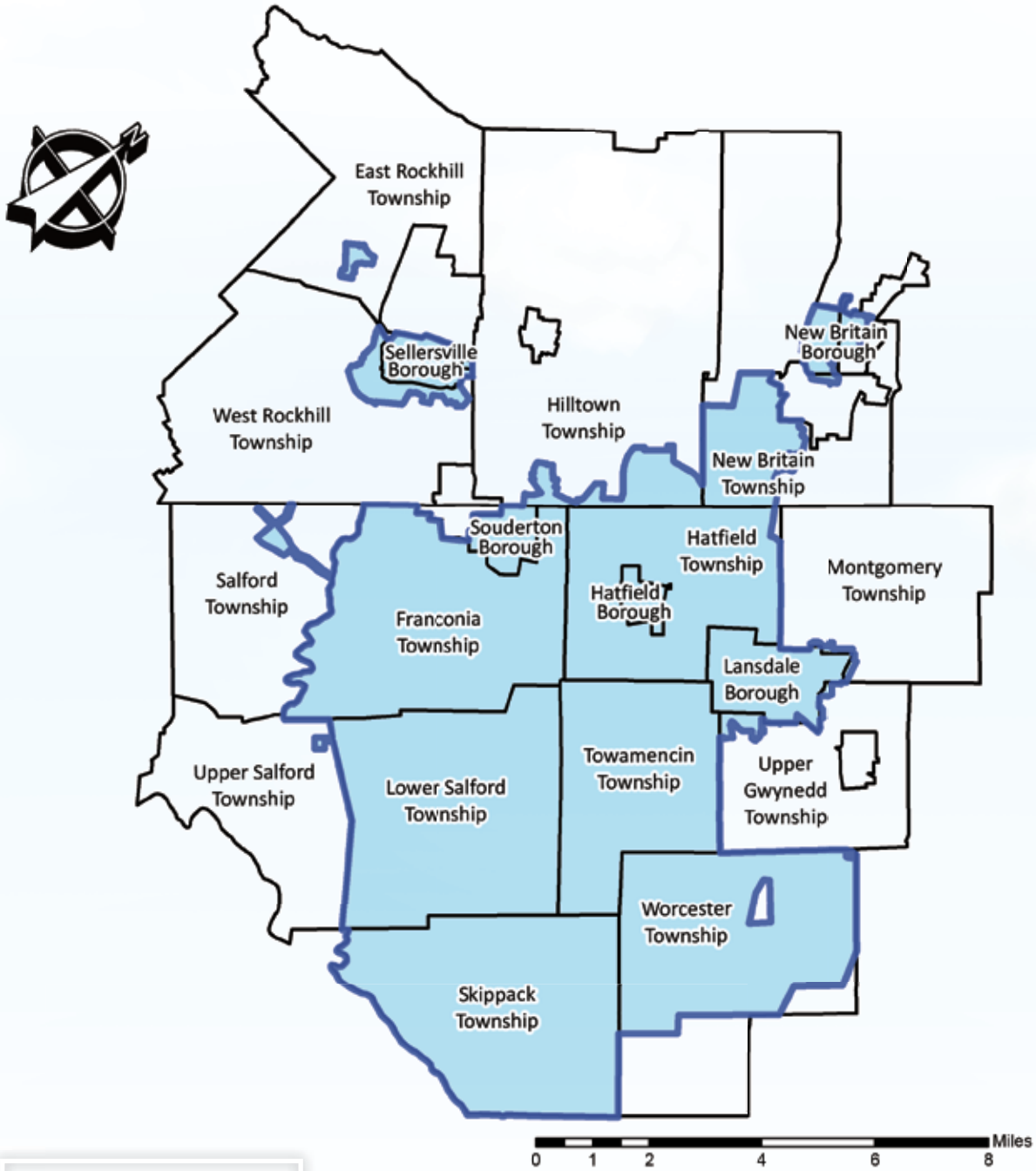
CAPITAL IMPROVEMENTS

The Authority spent over $15.4 million in capital improvements in 2014. These expenditures included installation, replacement, and servicing portions of the 567 miles of water main throughout the Authority's service area. The costs this year also included the upgrade and replacement of meter equipment as well as maintenance and construction of tanks, booster and well stations. Of that amount, $2.6 million was for meter replacement to increase efficiency, $5.7 million was allocated for two new water storage tanks, one in Franconia Township and the other in Skippack Township, and $3.4 million was allotted toward the Forest Park Water (FPW) Transmission Main Project and miscellaneous improvements at FPW to ensure Authority customers receive a continuous, high quality water supply now and into the future.

WATER SYSTEM INFRASTRUCTURE CAPITAL IMPROVEMENT EXPENDITURES

Municipality	Description	Total Investment
Water Main Infrastructure		
Chalfont Borough and New Britain Township	Forest Park Transmission Main Project	$2,655,772
New Britain Township	30" Main Relocation	$776,409
Lower Salford Township	309 Connector 16" Main Relocation	$670,969
Skippack Township	16" Main Extension	$523,300
Various Locations	Service/Hydrant Renewals	$456,650
Hatfield Township/Borough	Koffel Road Main Replacement	$294,797
Souderton Borough	Third Street Main Replacement	$198,691
Various Locations	Preliminary Engineering	$174,630
Hatfield Township	Cobblestone Service Renewal Project	$148,000
Sellersville Borough	Branch Street Main Replacement	$70,023
Franconia Township	Oak Drive Main Replacement	$44,927
Various Locations	PA Turnpike Bridge Crossings	$35,881
Worcester Township	Bethel Grant Service Renewal Project	$30,671
Lansdale Borough	Second Street Main Replacement	$28,617
Towamencin Township	Thorndale Tie-In	$10,080
Franconia Township	Godshall Road Main Relocation	$2,669
Other Capital Infrastructure Projects		
Franconia & Skippack Townships	Two New Water Storage Tank Projects	$5,758,368
Various Locations	Meter Replacement	$2,607,948
Forest Park Water Treatment Plant	Miscellaneous Capital Improvements	$811,343
Various Locations	SCADA & Pump Stations	$182,424
		$15,482,169

SERVICE MAP - NPWA SERVICE AREA



LEGEND

- NPWA Service Area
- Municipal Boundary

NORTH PENN WATER AUTHORITY

STATEMENTS OF NET POSITION - DECEMBER 31, 2014 AND 2013

	2014	2013
Assets		
Current Assets		
Cash and cash equivalents	$12,240,269	$9,722,473
Accounts receivable - customers	2,083,727	1,733,990
Accounts receivable - PECO Energy Company	805,048	909,252
Accounts receivable - other	171,263	1,126,789
Assessments receivable (current portion)	644	783
Unbilled revenues	2,082,241	2,058,506
Materials inventory	3,843,582	1,392,272
Interest receivable	1,130	242
Other	267,286	196,377
Total Current Assets	**21,495,190**	**17,140,684**
Restricted Assets		
Cash and cash equivalents	15,230,996	15,569,629
Investments at fair value	2,673,519	12,231,855
Prepaid pension asset	1,006,953	1,151,247
Interest receivable	21,147	21,147
Total Restricted Assets	**18,932,615**	**28,973,878**
Utility Plant		
Property, plant and equipment, net	111,843,534	104,824,435
Investment in Forest Park Water, net	47,331,585	46,347,978
Total Utility Plant	**159,175,119**	**151,172,413**
Other Assets		
Derivative instrument, rate swap	5,218,732	5,005,311
Assessments receivable (non-current portion)	13,015	13,920
Unamortized bond discount, net	-	811,622
Total Other Assets	**5,231,747**	**5,830,853**
Total Assets	**204,834,671**	**203,117,828**
Deferred Outflows of Resources		
Deferred charge on refunding	**2,007,794**	**1,398,241**
Liabilities		
Current Liabilities		
Accounts payable	1,732,554	1,130,491
Main extension deposits	707,418	326,494
Other	799,634	747,651
Current liabilities payable from restricted assets		
Accrued interest on bonds	249,082	246,694
Current portion of bonds payable	3,120,000	3,015,000
Total Current Liabilities	**6,608,688**	**5,466,330**
Non-Current Liabilities		
Long-term debt - bonds payable	64,995,000	67,700,000
Unamortized bond premium, net	3,905,912	4,124,935
Total Non-Current Liabilities	**68,900,912**	**71,824,935**
Total Liabilities	**75,509,600**	**77,291,265**
Deferred Inflows of Resources		
Accumulated increase in fair value of hedging derivative	5,218,732	5,005,311
Deferred pension credit	1,006,953	1,151,247
Total Deferred Inflows of Resources	**6,225,685**	**6,156,558**
Net Position		
Net investment in capital assets	103,243,634	96,630,213
Restricted assets	3,912,064	3,816,064
Unrestricted assets	17,951,482	20,621,969
Total Net Position	**$125,107,180**	**$121,068,246**

STATEMENTS OF REVENUE, EXPENSES AND CHANGES IN NET POSITION

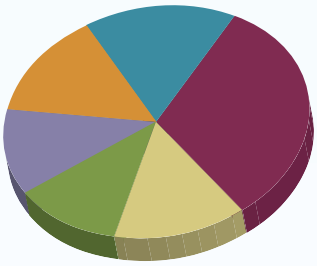
Years Ended December 31, 2014 and 2013	2014	2013
Operating Revenues		
Metered sales	$17,293,191	$15,548,561
Unmetered sales	479,538	450,652
Other revenues	49,107	55,176
Total Operating Revenues	**17,821,836**	**16,054,389**
Operating Expenses		
Water collection system	2,540,804	2,317,492
Purification system	57,862	47,155
Laboratory costs	403,392	352,156
Pumping system	578,800	516,466
Metering and customer service	441,668	418,061
Distribution system	1,232,428	1,632,305
Landscape maintenance	30,847	27,903
Administration and engineering	1,746,242	1,715,758
General expenses	2,665,931	2,666,660
Total Operating Expenses	**9,697,974**	**9,693,956**
Operating Income	**8,123,862**	**6,360,433**
Non-Operating Income	**4,789,437**	**3,430,855**
Income before Debt Service Costs and Depreciation and Amortization	**12,913,299**	**9,791,288**
Debt Service Costs		
Interest on bonds	2,862,962	2,987,882
Bond issuance costs	312,888	-
Amortization of bond discount and premium	(166,741)	(166,741)
Total Debt Service Costs	**3,009,109**	**2,821,141**
Income exclusive of Depreciation and Amortization	**9,904,190**	**6,970,147**
Depreciation and Amortization		
Property, plant and equipment	3,809,870	3,648,189
Forest Park Water	2,055,386	2,013,964
Total Depreciation and Amortization	**5,865,256**	**5,662,153**
Change in Net Position	**4,038,934**	**1,307,994**
Net Position, Beginning of Year, restated	**121,068,246**	**119,760,252**
Net Position, End of Year	**$125,107,180**	**$121,068,246**

YEAR-END CUSTOMER COUNT

NUMBER OF ACTIVE CUSTOMERS BY MUNICIPALITY AND ACCOUNT CLASSIFICATION

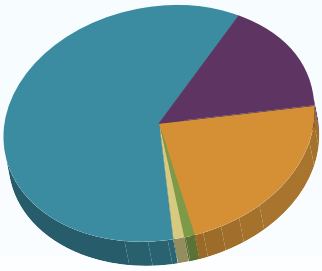
Municipality	DOMESTIC	COMMERCIAL	INDUSTRIAL	PUBLIC	UTILITY	TOTAL
East Rockhill Township	194	0	0	0	0	194
Franconia Township	3,146	71	36	28	0	3,281
Hatfield Borough	923	60	16	8	0	1,007
Hatfield Township	4,107	445	139	23	0	4,714
Hilltown Township	117	91	6	2	3	219
Lansdale Borough	4,887	395	66	36	0	5,384
Lower Salford Township	3,442	119	36	36	1	3,634
Montgomery Township	65	5	0	1	0	71
New Britain Borough	213	42	0	4	0	259
New Britain Township	827	30	13	8	1	879
Perkasie Borough	6	0	0	0	0	6
Salford Township	201	1	0	1	0	203
Sellersville Borough	1,724	56	2	11	0	1,793
Skippack Township	2,963	60	7	26	1	3,057
Souderton Borough	2,041	156	5	13	0	2,215
Telford Borough	1	0	0	0	1	2
Towamencin Township	4,666	160	42	44	0	4,912
Upper Gwynedd Township	240	9	0	3	0	252
Upper Salford Township	2	16	0	0	0	18
West Rockhill Township	105	26	0	1	0	132
Worcester Township	1,251	32	3	12	0	1,298
Total	**31,121**	**1,774**	**371**	**257**	**7**	**33,530**

EXPENSES



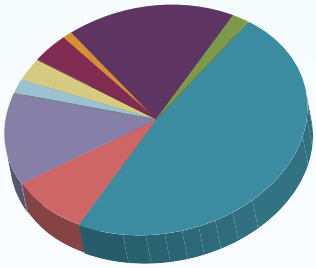
- **16%** - Debt Service
- **14%** - General Expenses
- **12%** - Administrative and Engineering
- **12%** - Distribution System
- **14%** - Water Collection System
- **32%** - Depreciation

CAPITAL EXPENDITURES



- **60%** - Source of Supply Investment
- **1%** - Technology Investment
- **1%** - Capital Equipment
- **22%** - Distribution and Transmission
- **16%** - Automated Meter Reading

REVENUE SOURCES



- **18%** - Other Revenues
- **1%** - Interest
- **4%** - PECO Payment
- **3%** - FPW Metered Sales
- **2%** - Public
- **13%** - Industrial
- **9%** - Commercial
- **48%** - Domestic
- **2%** - Hydrant & Sprinkler

TOTAL FOOTAGE IN SYSTEM BY SIZE

Municipality	2”	3”	4”	6”	8”	10”	12”	16”	18”	20”	24”	30”	36”	TOTAL
Chalfont Borough	0	0	0	83	183	0	51	3,387	0	0	10	2,069	3,840	9,623
East Rockhill Township	6	0	118	298	12,481	0	0	0	0	0	88	0	0	12,991
Franconia Township	76	0	1,492	23,477	199,537	10	80,478	15,987	0	0	11,875	0	0	332,932
Hatfield Borough	10	0	1,278	15,258	33,866	115	1,689	4,418	0	0	238	0	0	56,872
Hatfield Township	1,490	0	3,900	85,909	226,480	3,003	83,473	55,871	0	60	24,202	53	0	484,441
Hilltown Township	906	0	69	2,923	21,901	0	14,545	15,268	0	0	1,388	0	0	57,000
Lansdale Borough	488	0	31,931	94,140	116,393	0	31,548	14,574	0	0	280	0	0	289,354
Lower Salford Township	140	0	1,924	30,041	235,749	0	83,360	42,380	0	0	0	0	0	393,594
Montgomery Township	0	0	9	561	0	0	129	0	0	0	0	0	0	699
New Britain Borough	14	0	756	6,898	15,023	0	699	0	0	0	197	0	0	23,587
New Britain Township	742	0	743	19,917	33,383	5,271	13,195	21,552	0	5	2,864	12,877	0	110,549
Perkasie Borough	0	0	0	510	0	0	0	0	0	0	0	0	0	510
Salford Township	16	0	7	1,339	7,579	0	13,999	0	0	0	0	0	0	22,940
Sellersville Borough	549	0	11,648	22,437	43,333	3,413	10,384	419	0	0	0	0	0	92,183
Skippack Township	431	0	1,508	25,138	144,968	5	85,587	35,576	0	0	17	0	0	293,230
Souderton Borough	480	0	21,920	22,976	50,047	0	15,169	876	0	0	0	0	0	111,468
Towamencin Township	142	0	14,087	77,560	236,501	1,079	76,735	29,378	0	0	210	0	0	435,692
Upper Gwynedd Township	19	0	2,472	4,760	10,811	0	7,948	53	0	0	0	0	76	26,139
Upper Salford Township	0	0	0	105	1,303	0	2,310	0	0	0	0	0	0	3,718
West Rockhill Township	16	80	884	3,640	16,924	9,841	1,460	1	570	0	0	0	0	33,416
Worcester Township	83	0	1,345	10,788	112,016	0	50,647	25,422	0	0	0	0	0	200,301
Total	**5,608**	**80**	**96,091**	**448,758**	**1,518,478**	**22,737**	**573,406**	**265,162**	**570**	**65**	**41,369**	**14,999**	**3,916**	**2,991,239**

As of December 31, 2014, total length of pipe in the NPWA system is 567 miles.

GROWTH STATISTICS - as of December 31, 2014

	2013	2014	% Change
Water Purchased from Forest Park [MGD]	8.30	8.61	3.73%
Daily Pumpage Authority Wells [MGD]	1.32	1.40	6.06%
Average Daily Sendout [MGD]	9.62	10.01	4.05%
Peak Daily Sendout [MGD]	11.83	12.12	2.45%
Number of Wells****	37	17	-54.05%
Pumping Capacity Wells [MGD] ***	4.01	4.01	0.00%
Purchased Capacity [MGD]	20.00	20.00	0.00%
Average Daily Sales [MGD]	8.38	8.61	2.74%
Number of Customers*	33,285	33,530	0.74%
Storage Totals [MG]	10.75	15.35	42.79%
Number of Fire Hydrants	3,538	3,564	0.73%
Miles of Main	563	567	0.71%
Metered Ratio**	87.11%	86.01%	-1.26%

* Number of Customers is the number of service connections
** Metered Ratio is the ratio of total water sold to customers divided by the total water pumped from sources
*** Capacity based on active production wells only
**** 2014 Number reflects active production wells only

NPWA EMPLOYEES - as of December 31, 2014

Executive Director
Anthony J. Bellitto, Jr., P.E.

Director of Operations and Engineering
Daniel C. Preston, P.E.

Financial Director
Dale B. Reichenbach

Administration and Public Relations
Maryann M. Regan, Administration and Public Relations Manager
Marianne E. Morgan
Susan E. Borowski
Helene J. Dunn - PT
Thomas Davenport, Jr. - PT

Customer Service
Gary P. Raser, Customer Service Manager*
Barbara W. Sigg, Supervisor
Margaret M. Olender
Alicia K. Smith
Amber M. Krauss

Engineering
Karen S. Sullivan*
Daniel J. Yaw, Jr.

Financial
Lorraine E. Girone, Supervisor
Dolores Ferguson
Susan Sarnocinski
Danielle Frankenfield

Information Technology
Daniel P. Pearce, Information Technology Manager
Mark J. Wensel

Meter
Francis R. Kent, Jr., Supervisor*
David L. Galluppi*
Steven J. Reber
Jeffrey D. Hagan
Edward M. Pierce*
Chris M. Johnson - PT
Jason Conard - PT

Operations
Jonathan C. Hartzell, Operations Manager*
James P. Sharayko, Construction Superintendent*

William R. Hoffman, Jr., Maintenance Superintendent*

Stephen A. Fretz, Jr.

John L. Dickinson, III, Crew Leader*
William H. Wooler*
Craig Symons*
Harold M. Wesner, Jr.*
Kevin Mokriski
Michael A. Petrone

John M. Myers, Crew Leader*
Bryan S. Reimel*
Daniel M. Beiler*
James M. Baskin*
Sean M. Gore*
Owen A. Kratz - PT

System Control
Michael J. Bush, Chief Operator*
Erwin G. Hunsberger*
James C. Lengel*
Sean M. Rogers

Vehicle and Equipment Maintenance
John W. Boyce

Water Quality
Heidi L. Palmer, Water Quality Manager
Bruce W. Sandstrom
Cuiming Yan
Ryan A. Repash

* Certified Water Works Operator
PT - Part-time

MANAGEMENT TEAM

(Back - left to right)
Jonathan C. Hartzell, Operations Manager
Maryann M. Regan, Administration and Public Relations Manager
Daniel P. Pearce, Information Technology Manager
Gary P. Raser, Customer Service Manager
Heidi L. Palmer, Water Quality Manager

(Front - left to right)
Dale B. Reichenbach, Financial Director
Anthony J. Bellitto, Jr., P.E., Executive Director
Daniel C. Preston, P.E., Director of Operations and Engineering

NORTH PENN WATER AUTHORITY

RETIREMENT

William R. Smith, Jr., who joined the North Penn Water Authority on October 4, 1971, retired in May of 2014, after over 42 years of service. The Authority wishes to thank Bill for his dedicated service to the North Penn Water Authority, and extend best wishes to him for a happy, healthy, and successful future in this next phase of his life.

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

NORTH PENN WATER AUTHORITY

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