



20  
18

ANNUAL  
REPORT



*Clean Water*

FOR THE PEOPLE, BY THE PEOPLE

# Chairman's Message



The focus of the Annual Report this year is the cyclical nature of all the people and entities that are on a mission, day-in and day-out, to provide clean, reliable water to North Penn Water Authority customers.

The theme, "Clean Water for the People, by the People," embodies the collaborative nature of the water industry. From the EPA and PA DEP to NPWA Employees and customers, and everyone in-between, each entity plays a critical role in ensuring our customers receive drinking water that meets or exceeds all Federal and State drinking water standards. NPWA customers elect local, state and federal officials each voting cycle who appoint representatives to serve on the EPA, PA DEP and the NPWA Board of Directors. EPA and PA DEP set the drinking water standards and the Board of Directors sets policy, oversees the financials and provides guidance to NPWA's Executive Director. NPWA employees are the ones on the ground and

behind the scenes ensuring NPWA operates efficiently and provides safe water to customers. NPWA employees, many of whom are customers themselves, take pride in being able to provide this service to the community.

A fact about municipal water suppliers that many people may not know is one of the first municipal water suppliers is the City of Philadelphia, which established its water supply in the early 1800's to guarantee safe, clean water for residents. NPWA is one municipal water authority in a long line of municipal water suppliers guaranteeing safe drinking water to customers.

Please take time to review the Annual Report and read in more detail about the important role each group plays in providing clean, reliable drinking water to the community.

The financial reports of North Penn Water Authority continue to be strong. Revenue is utilized for operating expenses, debt reduction, investment in maintaining and upgrading Authority systems, and capital improvements.

I want to thank my fellow board members who volunteer their time to serve the North Penn Water Authority and their respective communities. 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 to meet the Authority's most critical mission of delivering the highest quality drinking water to customers. The North Penn Water Authority employees and board members are fully committed to this mission. As a result, the Authority's customers and municipalities can rest assured that their community's water supplier is leading the way to be among the best in the industry.

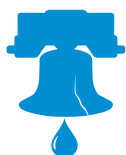


**JOHN S. STROBEL**

CHAIRMAN

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# Board of Directors For The Year 2019



JOHN S. STROBEL



PAUL D. ZIEGLER



KENNETH V. FARRALL



MARVIN A. ANDERS



HELEN B. HAUN



WILLIAM K. DINGMAN



GEORGE E. WITMAYER



JEFFREY H. SIMCOX



RICHARD C. MAST



ROBERT A. FISHER



Hatfield Township  
Worcester Township  
Hatfield Borough  
Souderton Borough  
New Britain Township  
Towamencin Township  
Franconia Township  
Lansdale Borough  
Lower Salford Township  
Skippack Township

**JOHN S. STROBEL**, Chair  
**PAUL D. ZIEGLER**, Vice-Chair  
**KENNETH V. FARRALL**, Secretary  
**MARVIN A. ANDERS**, Treasurer  
**HELEN B. HAUN**, Assistant Secretary  
**WILLIAM K. DINGMAN**, Assistant Treasurer  
**GEORGE E. WITMAYER**  
**JEFFREY H. SIMCOX**  
**RICHARD C. MAST**  
**ROBERT A. FISHER**

## PROFESSIONAL APPOINTMENTS:

*Consulting Engineer*

**BCM Engineers ATC Group Services, LLC**

*Solicitor*

**Hamburg, Rubin, Mullin, Maxwell & Lupin**

*Auditor*

**Maillie LLP**

*Trustee*

**Bank of New York Mellon Trust Company NA**





# *Clean Water*

## FOR THE PEOPLE, BY THE PEOPLE

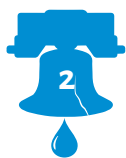
This year's Annual Report describes how all of the people and entities that are on a mission, day-in and day-out, work together to provide clean, reliable water to our customers 24 hours a day, 7 days a week. North Penn Water Authority prides itself on being able to fulfill this mission, even in the event of power outages.

As a non-profit, municipally owned water supplier, North Penn Water Authority (NPWA) is made up of a dedicated, professional workforce committed to providing the community with a safe, reliable and economical water supply. Our employees, many of whom are NPWA customers themselves, take pride in being able to provide this service to the community. Throughout this report, we will highlight the many hands, ranging from the Federal and State level regulators and local government to NPWA Board of Directors and NPWA employees, who play a part in ensuring the Authority provides reliable and safe drinking water to customers.

In addition to highlighting all of the people who make it possible to provide customers with clean water, our theme implies a historical reference. One of the first municipal water systems in the country was established in the early 1800's, nearby in Philadelphia, the birthplace of our Nation. The City of Philadelphia needed to provide residents with clean, safe potable water for cleaning the streets, fighting fires and for household use after a yellow fever epidemic killed thousands of people throughout the city. There were private water providers at the time, but the City wanted to guarantee clean water, so they established a municipal water supply system.

Today, municipal and private water suppliers across the nation must adhere to strict Environmental Protection Agency (EPA) drinking water standards and regulations. All Pennsylvania water suppliers must also comply with strict PA Department of Environmental Protection (PA DEP) drinking water standards, and distribute a Drinking Water Quality Report (WQR), or Consumer Confidence Report (CCR). The WQR lists all of the contaminants that were tested for in the previous calendar year and is sent to customers and to the PA DEP. This report can be found on the Authority's website.

NPWA is responsible for providing clean drinking water to a large geographical region that includes 20 municipalities. Ten townships and boroughs make up our member municipalities. These municipalities appoint a resident or business owner to serve on NPWA's Board of Directors. Member municipalities include Franconia Township, Hatfield Borough, Hatfield Township, Lansdale Borough, Lower Salford Township, New Britain Township, Skippack Township, Souderton Borough, Towamencin Township, and Worcester Township.





NPWA's 10-member Board of Directors is charged with setting policy and overseeing financial decisions, water rate changes and major infrastructure projects. Board members are selected by their municipality to serve a 5-year term. Because board members are also members of the community, they consider the best interests of the residents and business owners in their municipality as well as the interests of the North Penn Water Authority when making decisions.

NPWA's Executive Director, Tony Bellitto, a customer himself, was hired by the Board of Directors in 1998 to oversee all day-to-day operations of the Authority and all departments. He holds two Engineering Degrees and has over 30 years of experience in the water industry.

Beginning with top management, through employees at every level of the organization, all departments within the Authority work together each day to ensure that high quality water is reliably delivered to customers' faucets. Our customers may never meet many of the employees at the Authority, but the staff all play vital roles, often working behind the scenes, to keep NPWA running efficiently and delivering a safe, reliable water supply to NPWA's nearly 35,000 customers.



*Anthony J. Bellitto, Jr. received the Pennsylvania Municipal Authorities Association 20-year Sahli Service Award in 2018 recognizing his years of service to North Penn Water Authority.*

## Administration and Public Relations (APR) Department

The Administration and Public Relations (APR) Department is responsible for administrative support, including preparing various documents and contracts, entering and closing service requests, work orders and service slips for Operations, preparing and distributing board information, and coordination and organizing of various events, meetings, and training classes. Human Resources (HR), which reports to APR, provides strategic and administrative support to align the HR function with the goals of the organization. It is responsible for activities relating to employees as a group and individually throughout the full life cycle of each employee at the Authority. The public relations area of the APR Department handles communication of important Authority information, news and events through its website, newsletters and various media. Among the important documents produced are the Water Quality Report and the Annual Report that are distributed to

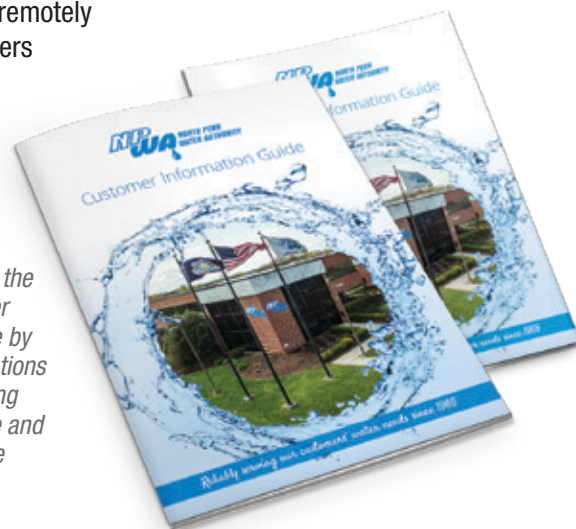


*Our Customer Service Representatives are available to take payments and answer questions over the phone or in person at our Operations Center, Monday through Friday, 8 a.m. to 4:30 p.m.*

customers and stakeholders every year. Additional community relations activities include educational outreach to groups and schools, website maintenance and participation in community events throughout the year. In 2018, APR finalized an updated Customer Information Guide with the help of the Customer Service Department. This guide contains useful information about the service the Authority provides. It can be viewed on the Authority's website, obtained at the Authority's office or mailed by calling Customer Service to request one.

## Customer Service Department

The Customer Service Department is one of the first lines of communication between the Authority and customers. The department handles service matters, billing and water quality inquiries. They also process payments, initiate service to new homes, prepare water certifications, and produce 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 staff to investigate issues, including high usage and low pressure, as well as to install meters at new locations, and repair or replace meters/MXUs if necessary. Customer Service utilizes the recently installed Advanced Metering Infrastructure (AMI) system to read remotely 95% of our meters for billing.



*NPWA customers can get a copy of the updated Customer Information Guide by visiting the Operations Center or by calling Customer Service and requesting one be mailed to them.*

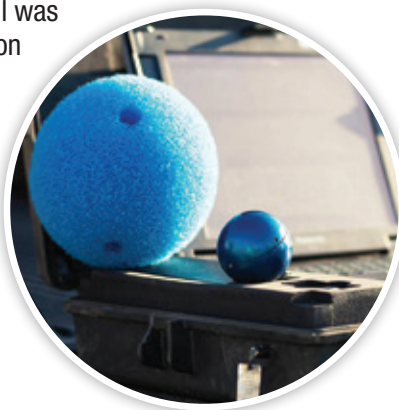




# Clean Water for the People, by the People (Continued)

## Engineering Department

The Engineering Department works mostly behind the scenes with consultants and municipalities. The department's duties include administering of the Authority's Asset Management Program, Long Range Planning, and the Capital Improvement Plan. Activities include managing developer main extensions within the service area, implementing the Annual Main Replacement Program, DEP permitting and bidding out projects. 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. In 2018, the Engineering Department utilized SmartBall technology to check the health of our major transmission main from Forest Park Water. SmartBall was inserted into the transmission main at Forest Park Water in Chalfont where it traveled nearly 6.5 miles to Hatfield, searching for leaks, cracks or air pockets along the way. Technology like this helps the Authority detect issues within our system and address them proactively before they turn into problems that are more serious.



*SmartBall Technology is used to detect leaks, cracks and air pockets inside water pipes.*

## Finance Department

The Finance 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 (IT) Department

Another behind-the-scenes department is Information Technology (IT). This department implements, maintains, and enhances all computer applications, including, among others, the Geographic Information System (GIS), GPS asset locating system, Customer Information System (CIS), Financial Information System (FIS), Work Order Management (WOM), Interactive Voice Response (IVR), Exchange Email System,

Enterprise Resource Planning (ERP) System, meter reading management, Advanced Metering Infrastructure (AMI), customer payment and portal websites, vehicle maintenance and fuel management system, anti-virus, mail filtering, web access filtering, Emergency Notification System (ENS), firewall management, e-mail archival system, 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 including landlines. The North Penn Water computer network consists of a mix of 12 virtual servers and 85 desktops, laptops, and smartphones. Another responsibility of the IT Department is to maintain the IT disaster recovery plan. All of NPWA's critical IT systems are replicated in real time to an off-site location. This co-location strategy ensures that no critical data is lost in the event of a computer system failure or catastrophic event at the main office. The IT Department employees are available 24 hours a day, 7 days a week to ensure that all systems are performing optimally for the Authority.

## Meter Department

The Meter Department Field Service Representatives (FSR) install, repair, and read customers' water meters as needed. They are often on the front lines communicating with customers who have issues with their water meters and helping to troubleshoot problems. For about 5% of our customers, Meter staff utilize Automatic Meter Reading (AMR) equipment in their vehicles to record consumption information that Customer Service uses to prepare bills, including noting



*Meter Department Field Service Representative inspecting a water meter in a residential meter pit.*







*Water Main Replacement work being done on Penn Street in Hatfield.*

abnormal consumption, and identifying reasons for fluctuations, such as leaks. Meter staff is responsible for activation, replacement, and deactivation of meters throughout the service area when necessary, as well as investigating billing and water quality questions. Meter Department FSRs began installing meters that read and report in single cubic feet, instead of hundred cubic feet, which allows for even greater accuracy and enhanced reporting of data.

## Operations Department

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

**Distribution System Maintenance** provides maintenance and repairs to nearly 600 miles of 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.

**Construction** oversees, coordinates, and inspects all new water main installation 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.

**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.

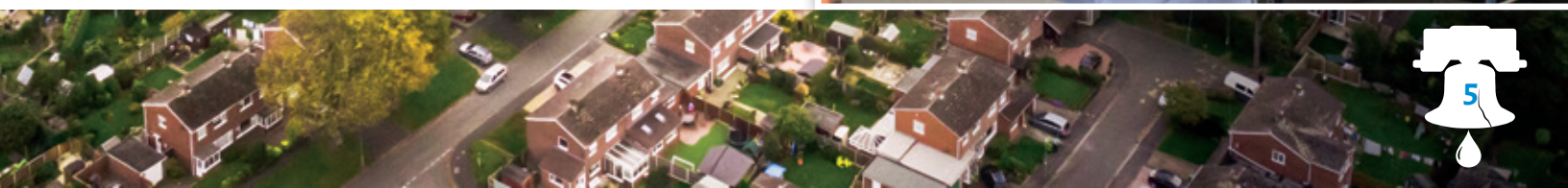
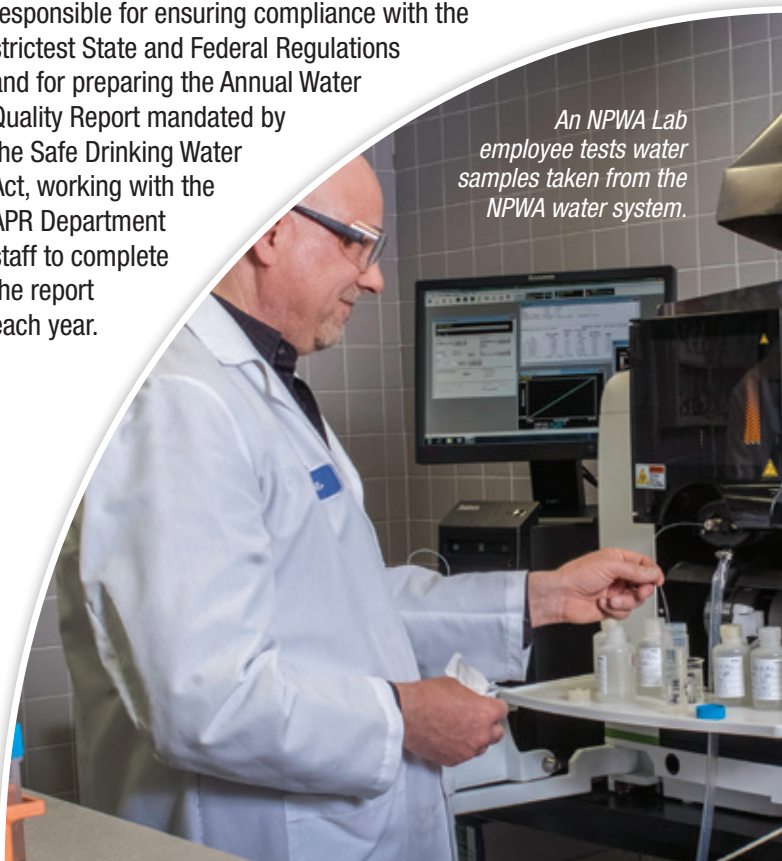
**Systems Control** is responsible for the treatment and production related to 15 active ground water wells, 11 water storage tanks, and 10 booster stations throughout the distribution system. Using a Supervisory Control and Data Acquisition (SCADA) System, staff monitors water treatment, tank levels, and pressure to ensure that adequate levels of each are maintained within the system. They also inspect and perform maintenance when required on well houses, water storage tanks and booster stations, as well as collect water analysis samples when required.

Operations Department employees are available 24 hours a day, 7 days a week for any emergency responses required in the system. Customers will see employees of this department driving in company vehicles handling a variety of tasks throughout the service area.

## Water Quality Department

The employees in the Water Quality Department are based in the North Penn Water Authority laboratory located at the Forest Park Water Treatment Plant in Chalfont. While not located at the Operations Center in Towamencin, as with the other departments, the staff members of the Water Quality Department are an integral part of NPWA's organization. They handle the collection of 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 ensuring compliance with the strictest State and Federal Regulations and for preparing the Annual Water Quality Report mandated by the Safe Drinking Water Act, working with the APR Department staff to complete the report each year.

*An NPWA Lab employee tests water samples taken from the NPWA water system.*





# Clean Water for the People, by the People (Continued)

## Forest Park Water

Forest Park Water (FPW), located in Chalfont, is a state-of-the-art water treatment facility that combines conventional and advanced treatment processes. The staff are a crucial part of the Authority's operations. They work diligently 24 hours a day, 7 days a week maintaining water flow from the Delaware River to the North Branch Neshaminy Creek, to Lake Galena and back into the North Branch Neshaminy Creek where it enters Forest Park for treatment. FPW was the first water treatment facility to implement the use of ozone to treat surface water in Pennsylvania. Since its construction in the early 1990's, Forest Park has maintained its status as a leading water treatment facility, including an upgrade to include membrane filtration when the plant capacity was expanded in 2007. This leading-edge treatment is capable of consistently producing very high quality water and ensures the plant can safely meet the current and future stringent federal and state water quality regulations.



*The Forest Park Water Treatment Plant in Chalfont.*

## Customers

Our customers also play a role in ensuring clean water is delivered to their tap every day. Residents in our service area elect local, state and federal officials each voting cycle. Those elected officials appoint representatives to serve on our Board of Directors, the PA DEP and EPA. Customers are also our best allies when it comes to alerting NPWA about any water related issues that they notice in their homes, or water running or pooling in the streets, which can indicate a possible water main break or leak. Because NPWA is a nonprofit, publicly-owned water utility, every time customers pay their water bill, those dollars are invested right back into the water system for repairs, maintenance and overall operations. This keeps our systems operating dependably and keeps customers' water rates low.



*NPWA customers can rest assured that the water they receive is safe, reliable and economical.*

**NPWA relies on all of the people and groups highlighted in this report in order to fulfill its mission of providing a safe, economical and reliable water supply to nearly 35,000 customers every day.**

## CAPITAL IMPROVEMENTS

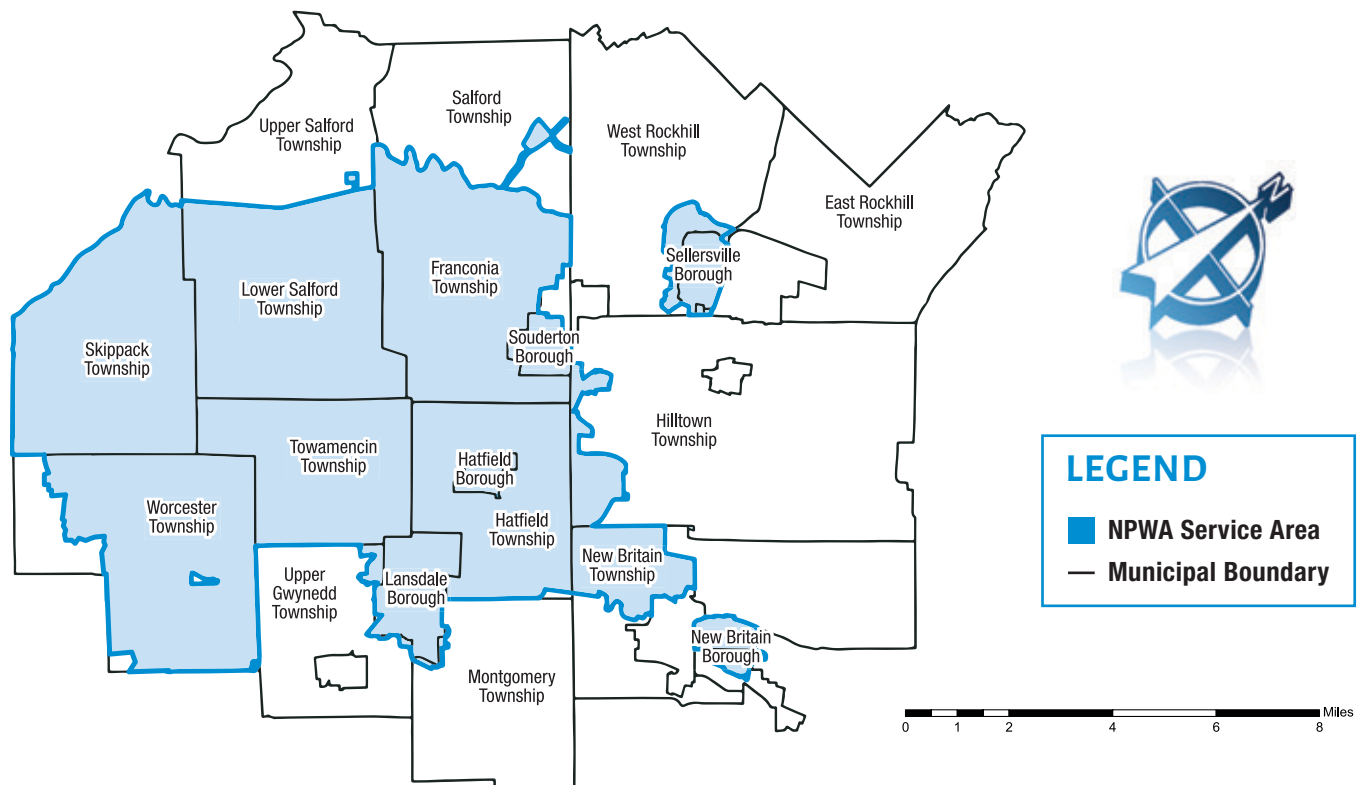
Recognizing the importance of maintaining infrastructure in order to ensure continual reliability of service for our customers as well as to meet emergencies as they arise, the Authority spent over \$9.9 million on capital improvements in 2018. These expenditures included over \$4.3 million for the installation, replacement, and servicing of portions of the 580 miles of water main throughout the Authority's service area. That cost also included \$3.4 million directly allocated toward the Forest Park Water Treatment Plant with the remaining amount funding storage tank improvements, hydrant, valve and service renewals, work on wells and booster stations, and installation of new and replacement meters. Together, this work ensures Authority customers will continue to receive a reliable, high quality water supply. More details are provided in the Water System Capital Improvement Expenditures chart.





# WATER SYSTEM CAPITAL IMPROVEMENT EXPENDITURES

Municipality	Location	Total Investment
<b>Water Main Infrastructure</b>		
Hatfield Township/Borough	Penn Street Transmission Main	\$2,142,192
Skippack Township	Perkiomen Creek Tie-in, Phase 2	511,327
Lansdale Borough	Whites Road Main Replacement	480,673
Lansdale Borough	North Line Street Main Replacement	453,167
Sellersville Borough	Green Street Main Replacement	309,030
Lansdale Borough	Hancock Street Main Rehabilitation	225,805
Sellersville Borough	East Park Avenue Main Replacement	201,773
Lansdale Borough	West Third Street Main Replacement	41,034
Sellersville Borough	Main Street Bridge Main Replacement	20,998
Lansdale Borough	East Third Street Main Replacement	4,442
<b>Other Capital Infrastructure Projects</b>		
Forest Park Water Treatment Plant	Capital Improvements and Engineering	3,450,863
Various Locations	Hydrant, Valve and Service Renewals	928,539
Various Locations	New Meters and Replacements	400,691
Various Locations	Storage Tank Improvements and Painting	354,687
Various Locations	Well and Booster Station Improvements	247,093
Various Locations	Project Development and Closeout	193,846
		<b>\$9,966,159</b>



# North Penn Water Authority

## STATEMENTS OF NET POSITION - DECEMBER 31, 2018 AND 2017

	2018	2017
<b>Assets</b>		
<b>Current Assets:</b>		
Cash and cash equivalents	\$12,786,142	\$10,632,279
Accounts receivable - customers	2,311,185	1,964,770
Accounts receivable - PECO Energy Company	531,288	596,066
Accounts receivable - other	421,328	498,578
Assessments receivable (current portion)	16,490	19,585
Unbilled revenues	1,964,182	1,977,167
Materials inventory	1,585,062	1,256,052
Interest receivable	16,620	7,383
Other	293,131	356,273
<b>Total Current Assets</b>	<b>19,925,428</b>	<b>17,308,153</b>
<b>Restricted Assets</b>		
Cash and cash equivalents	35,942,184	42,079,896
Prepaid pension asset	451,440	586,727
Interest receivable	94,326	100,823
<b>Total Restricted Assets</b>	<b>36,487,950</b>	<b>42,767,446</b>
<b>Utility Plant</b>		
Property, plant and equipment, net	130,600,782	126,510,851
Investment in Forest Park Water, net	43,578,795	42,627,863
<b>Total Utility Plant</b>	<b>174,179,577</b>	<b>169,138,714</b>
<b>Other Assets</b>		
Derivative instrument, rate swap	1,961,964	2,762,108
Assessments receivable (non-current portion)	14,359	29,538
<b>Total Other Assets</b>	<b>1,976,323</b>	<b>2,791,646</b>
<b>Total Assets</b>	<b>232,569,278</b>	<b>232,005,959</b>
<b>Deferred Outflows of Resources</b>		
Deferred charge on refunding	1,197,928	1,400,395
<b>Liabilities</b>		
<b>Current Liabilities:</b>		
Accounts payable	1,461,450	639,465
Main extension deposits	1,682,245	793,331
Other	726,309	761,927
<b>Current liabilities payable from restricted assets:</b>		
Accrued interest on bonds	463,748	465,662
Current portion of bonds payable	4,690,000	4,515,000
<b>Total Current Liabilities</b>	<b>9,023,752</b>	<b>7,175,385</b>
<b>Non-Current Liabilities</b>		
Long-term debt - bonds payable	65,035,000	69,725,000
Unamortized bond premium, net	4,326,492	4,622,545
<b>Total Non-Current Liabilities</b>	<b>69,361,492</b>	<b>74,347,545</b>
<b>Total Liabilities</b>	<b>78,385,244</b>	<b>81,522,930</b>
<b>Deferred Inflows of Resources</b>		
Accumulated increase in fair value of hedging derivative	1,961,964	2,762,108
Deferred pension credit	451,440	586,727
<b>Total Deferred Inflows of Resources</b>	<b>2,413,404</b>	<b>3,348,835</b>
<b>Net Position</b>		
Net investment in capital assets	116,784,695	107,135,246
Restricted assets	4,012,890	3,948,119
Unrestricted assets	32,170,973	37,451,224
<b>Total Net Position</b>	<b>\$152,968,558</b>	<b>\$148,534,589</b>





# North Penn Water Authority

## STATEMENTS OF REVENUE, EXPENSES AND CHANGES IN NET POSITION

Years Ended December 31, 2018 and 2017

	2018	2017
<b>Operating Revenues</b>		
Metered sales	\$18,754,148	\$17,878,226
Unmetered sales	538,600	613,610
Other revenues	48,013	47,929
<b>Total Operating Revenues</b>	<b>19,340,761</b>	<b>18,539,765</b>
<b>Operating Expenses</b>		
Water collection system	2,144,914	2,129,055
Purification system	74,665	80,116
Laboratory costs	401,879	409,713
Pumping system	557,734	528,465
Metering and customer service	456,595	411,831
Distribution system	1,343,527	2,487,646
Landscape maintenance	31,847	33,537
Administration and engineering	2,034,782	1,984,743
General expenses	2,754,479	2,507,965
<b>Total Operating Expenses</b>	<b>9,800,422</b>	<b>10,573,071</b>
<b>Operating Income</b>	<b>9,540,339</b>	<b>7,966,694</b>
<b>Non-operating Income</b>	<b>4,622,959</b>	<b>4,855,329</b>
<b>Income Before Debt Service Costs and Depreciation and Amortization</b>	<b>14,163,298</b>	<b>12,822,023</b>
<b>Debt Service Costs</b>		
Interest on bonds	3,405,885	3,508,643
Amortization of bond discount and premium	(296,053)	(296,053)
<b>Total Debt Service Costs</b>	<b>3,109,832</b>	<b>3,212,590</b>
<b>Income exclusive of Depreciation and Amortization</b>	<b>11,053,466</b>	<b>9,609,433</b>
<b>Depreciation and Amortization</b>		
Property, plant and equipment	4,656,775	4,560,879
Forest Park Water	1,962,722	2,151,227
<b>Total Depreciation and Amortization</b>	<b>6,619,497</b>	<b>6,712,106</b>
<b>Change in Net Position</b>	<b>4,433,969</b>	<b>2,897,327</b>
<b>Net Position, Beginning of Year</b>	<b>148,534,589</b>	<b>145,637,262</b>
<b>Net Position, End of Year</b>	<b>\$152,968,558</b>	<b>\$148,534,589</b>



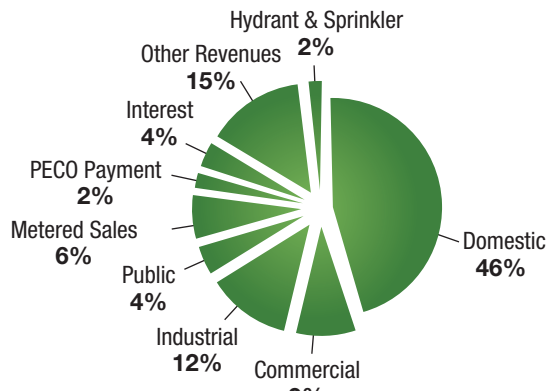
# YEAR-END CUSTOMER COUNT

## NUMBER OF ACTIVE CUSTOMERS BY MUNICIPALITY AND ACCOUNT CLASSIFICATION

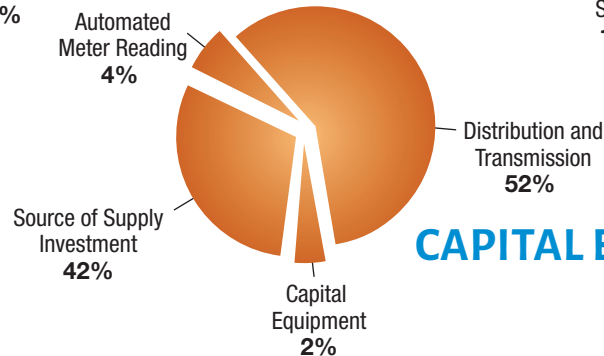
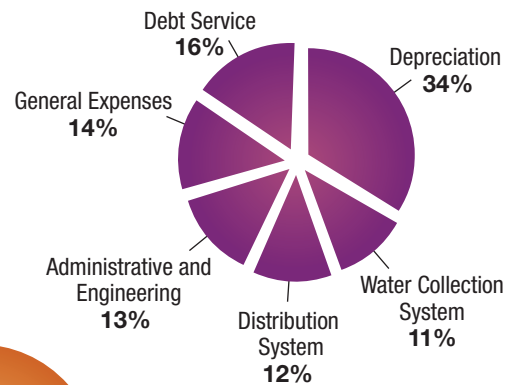
Municipality	DOMESTIC	COMMERCIAL	INDUSTRIAL	PUBLIC	UTILITY	TOTAL
Franconia Township	3,229	75	40	28	0	3,372
Hatfield Borough	922	60	16	6	0	1,004
Hatfield Township	4,324	451	142	25	0	4,942
Hilltown Township	119	90	6	2	2	219
Lansdale Borough	5,078	394	65	38	0	5,575
Lower Salford Township	3,588	131	37	37	1	3,794
Montgomery Township	61	5	0	1	0	67
New Britain Borough	217	48	0	5	0	270
New Britain Township	910	34	13	8	1	966
Perkasie Borough	6	0	0	0	0	6
Salford Township	210	2	0	2	0	214
Sellersville Borough	1,816	56	2	12	0	1,886
Skippack Township	3,122	69	7	28	3	3,229
Souderton Borough	2,178	155	5	13	0	2,351
Telford Borough	1	0	0	0	1	2
Towamencin Township	4,848	165	41	46	0	5,100
Upper Gwynedd Township	243	9	0	3	0	255
Upper Salford Township	2	16	0	0	0	18
West Rockhill Township	116	28	0	2	0	146
Worcester Township	1,303	34	3	13	0	1,353
<b>Total</b>	<b>32,293</b>	<b>1,822</b>	<b>377</b>	<b>269</b>	<b>8</b>	<b>34,769*</b>

\* Number of Customers is the number of service connections and is net of East Rockhill system sale

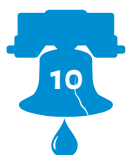
## REVENUE SOURCES



## EXPENSES



## CAPITAL EXPENDITURES





# 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	13	230	0	51	3,387	0	0	10	2,069	3,841	9,601
Franconia Township	111	0	2,310	23,555	209,497	10	80,808	15,987	0	0	11,875	0	0	344,153
Hatfield Borough	13	0	1,286	15,008	34,471	115	1,669	4,418	0	0	236	0	0	57,216
Hatfield Township	1,546	0	3,809	84,824	228,875	2,955	84,642	58,416	0	60	29,622	53	0	494,802
Hilltown Township	906	0	69	2,919	21,927	0	14,557	15,235	0	0	1,388	0	0	57,001
Lansdale Borough	1,067	0	25,967	89,279	126,267	0	31,135	14,559	0	0	280	0	0	288,554
Lower Salford Township	149	0	1,926	30,666	243,327	0	91,076	48,973	0	0	0	0	0	416,117
Montgomery Township	0	0	9	559	0	0	129	0	0	0	0	0	0	697
New Britain Borough	14	0	750	6,900	16,071	0	702	0	0	0	189	0	0	24,626
New Britain Township	772	0	697	20,134	39,019	5,308	14,285	21,823	0	38	3,047	17,278	0	122,401
Perkasie Borough	0	0	0	510	0	0	0	0	0	0	0	0	0	510
Salford Township	115	0	7	988	7,579	0	14,333	0	0	0	0	0	0	23,022
Sellersville Borough	595	0	6,983	20,234	49,922	2,474	13,007	419	0	0	0	0	0	93,634
Skippack Township	430	0	1,526	26,728	153,276	5	92,870	35,583	0	0	17	0	0	310,435
Souderton Borough	863	0	19,138	21,315	53,754	0	15,136	858	0	0	0	0	0	111,064
Towamencin Township	452	0	14,087	75,629	244,080	1,092	76,481	29,363	0	0	210	0	0	441,394
Upper Gwynedd Township	22	0	634	4,961	15,140	0	9,377	53	0	0	0	0	76	30,262
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	883	3,628	17,258	2,259	1,460	1	570	0	0	0	0	26,155
Worcester Township	93	0	1,516	13,098	115,824	0	52,276	25,422	0	0	0	0	0	208,229
Total	7,164	80	81,597	441,052	1,577,820	14,218	596,304	274,497	570	98	46,874	19,400	3,917	3,063,591*

As of December 31, 2018, total length in the NPWA system is 580.23 miles.\*

\* Miles of Main is net of East Rockhill system sale

## GROWTH STATISTICS

	2017	2018	% Change
Water Purchased from Forest Park [MGD]	8.55	9.06	5.96%
Daily Pumpage Authority Wells [MGD]	1.18	1.24	5.08%
Average Daily Sendout [MGD]	9.73	10.30	5.86%
Peak Daily Sendout [MGD]	12.92	12.50	-3.25%
Number of Wells****	17	15	-11.76%
Pumping Capacity Wells [MGD] ***	4.01	3.94	-1.75%
Purchased Capacity [MGD]*****	16.00	17.50	9.38%
Average Daily Sales [MGD]	8.49	8.93	5.18%
Number of Customers*	34,682	34,769	0.25%
Storage Totals [MG]	17.85	17.6	-1.40%
Number of Fire Hydrants	3,649	3,663	0.38%
Miles of Main*****	579	580	0.17%
Metered Ratio**	87.26%	86.70%	-0.64%

\* Number of Customers is the number of service connections and is net of East Rockhill system sale

\*\* 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

\*\*\*\* Number reflects active production wells only

\*\*\*\*\* Additional Plant Capacity of 1.5 MGD reserved due to plant expansion. Bucks County Water & Sewer Authority reserved 4 MGD of capacity

\*\*\*\*\* Miles of Main is net of East Rockhill system sale



# NPWA EMPLOYEES - as of December 31, 2018

## 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

Lindsay J. Hughes

Michelle E. Niderostek

Helene J. Dunn – PT

Kristin Nordeman – PT

## Customer Service

William D. Kasper,  
Customer Service Manager\*

Alicia K. Vona

Amber M. Gawronski

Amy J. Payer

Rochelle M. Lippolis

## Engineering

Michael K. Shea

Karen S. Sullivan\*

## Equipment Maintenance

John W. Boyce

## Financial

Lorraine E. Girone, Supervisor

Dolores Ferguson

Danielle Frankenfield

Leah T. Hartzel

## Information Technology

Daniel P. Pearce, Information  
Technology Manager

Mark J. Wensel

Maggie L. Witmer

## Meter

Steven J. Reber, Supervisor\*

David L. Galluppi\*

Jeffrey D. Hagan

Thomas J. Hughes, Jr.

Chris M. Johnson

Ian McKelvey

## Operations

Jonathan C. Hartzell,  
Operations Manager\*

James P. Sharayko,  
Construction Superintendent\*

William R. Hoffman, Jr.,  
Maintenance Superintendent\*

Stephen A. Fretz, Jr.

John M. Myers, Crew Leader\*

John L. Dickinson, III\*

William H. Wooler\*

Harold M. Wesner, Jr.\*

Kevin Mokriski\*

Robert Averitt\*

Owen A. Kratz - PT

Bryan S. Reimel, Crew Leader\*

Daniel M. Beiler\*

Angelo V. Cosentino\*

Cameron Schuster

Brandon Mininger

## Systems Control

Michael J. Bush, Chief Operator\*

Erwin G. Hunsberger\*

James C. Lengel\*

## Water Quality

Heidi L. Palmer, Water Quality Manager

Bruce W. Sandstrom

Ryan A. Repash

Katherine H. Schulze - PT

\* Certified Water Works Operator

PT – Part-time

## MANAGEMENT TEAM



*(Back - left to right)*

**Jonathan C. Hartzell**, Operations Manager

**Heidi L. Palmer**, Water Quality Manager

**William D. Kasper**, Customer Service Manager

**Maryann M. Regan**, Administration and Public  
Relations Manager

**Daniel P. Pearce**, Information Technology Manager

*(Front - left to right)*

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

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

**Dale B. Reichenbach**, Financial Director





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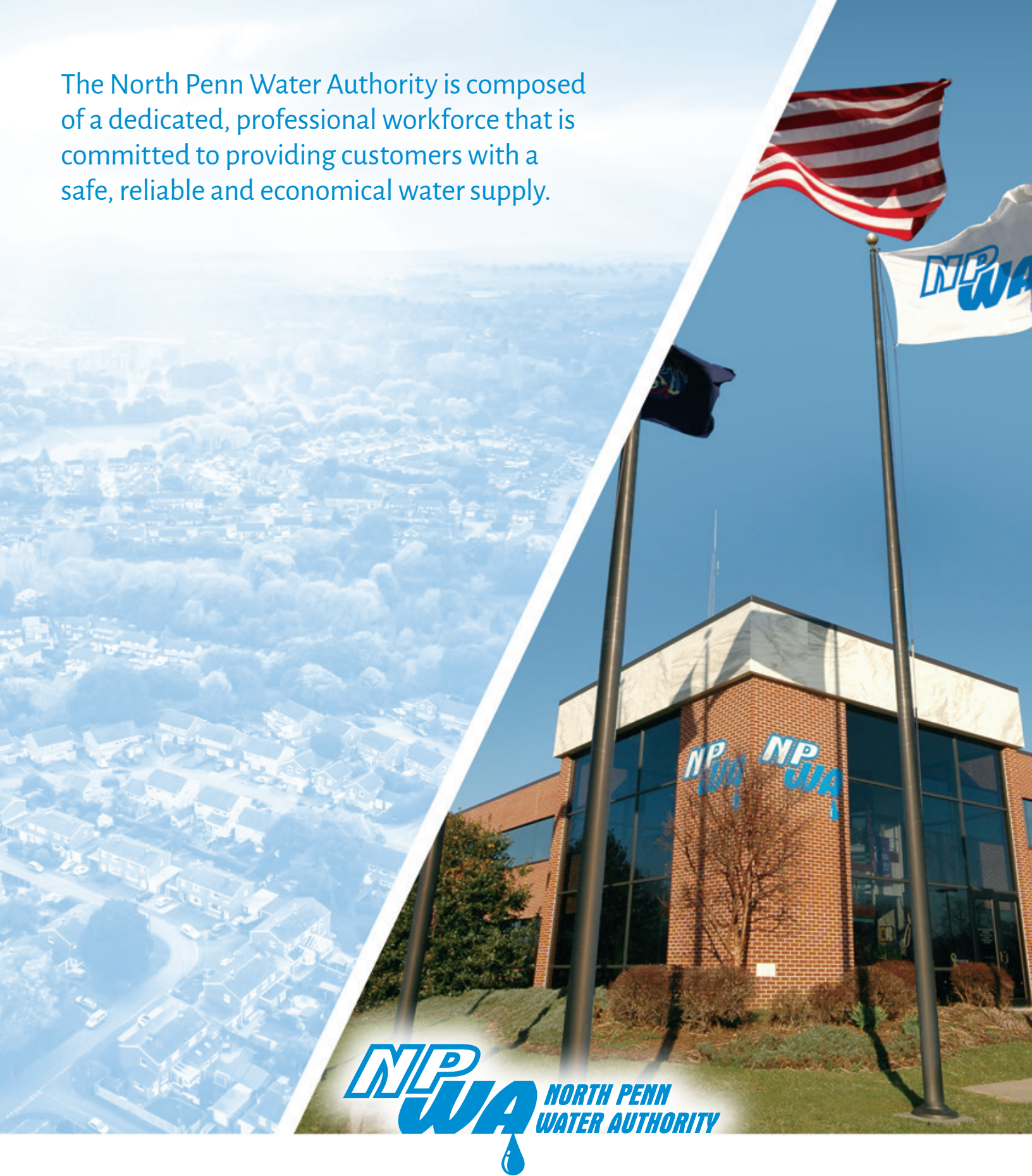


**NPA**  
**WA** NORTH PENN  
WATER AUTHORITY





The North Penn Water Authority is composed of a dedicated, professional workforce that is committed to providing customers with a safe, reliable and economical water supply.



300 Forty Foot Road, Lansdale, PA 19446  
(215) 855-3617 • After Hours Emergency Number: (215) 855-9945

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