



# Customer Information Guide



*Reliably serving our customers' water needs since 1965*

# About Us

## Mission

The North Penn Water Authority is a nonprofit Municipal Authority composed of a dedicated, professional workforce that is committed to providing customers with a safe, reliable and economical water supply. Because of this commitment, the Authority continually invests into the infrastructure and technology needed to meet this critical mission.

NPWA jointly owns the Forest Park Water Treatment Plant with North Wales Water Authority. FPWTP is a state-of-the-art water treatment facility that combines conventional treatment processes with advanced techniques, which include membrane filtration and ozone disinfection.



## NPWA Contact Information

Our main office is located at 300 Forty Foot Road in Towamencin Township. This facility serves as the center of our business, distribution, and engineering operations. The NPWA Water Quality Department is located at the Forest Park Water Treatment Plant.

### **Mailing Address:**

North Penn Water Authority  
300 Forty Foot Road  
Lansdale, PA 19446

### **Contact Us:**

Phone: (215) 855-3617  
After Hours Emergency: (215) 855-9945  
Website: [www.npwa.org](http://www.npwa.org)

### **Hours of Operation:**

Monday – Friday: 8:00 a.m. – 5:00 p.m.

For water-related emergencies between 5:00 p.m. and 8:00 a.m. and on the weekends, please call our Emergency After-Hours phone number at 215-855-9945.

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## Employee Identification

North Penn Water Authority employees can easily be identified by their photo identification badge and uniforms with the NPWA logo. NPWA company vehicles are clearly marked with our logo and parked in a conspicuous location to inform residents of the Authority's presence when working in an area.

Should you have any questions about the identity of an NPWA employee, request that the employee show you a photo identification badge or call the office to see if any NPWA employees are working in your area. Each employee has a cell phone and can be contacted by the office when necessary. Do not allow any unexpected utility worker into your home without ensuring they have proper identification.



## Forest Park Water Treatment Plant

Approximately ninety percent of the water that NPWA delivers to its customers is treated surface water from the Forest Park Water Treatment Plant located in Chalfont.

Forest Park Water, which is jointly owned and operated by North Penn and North Wales Water Authorities, is a state-of-the-art water treatment facility that combines conventional

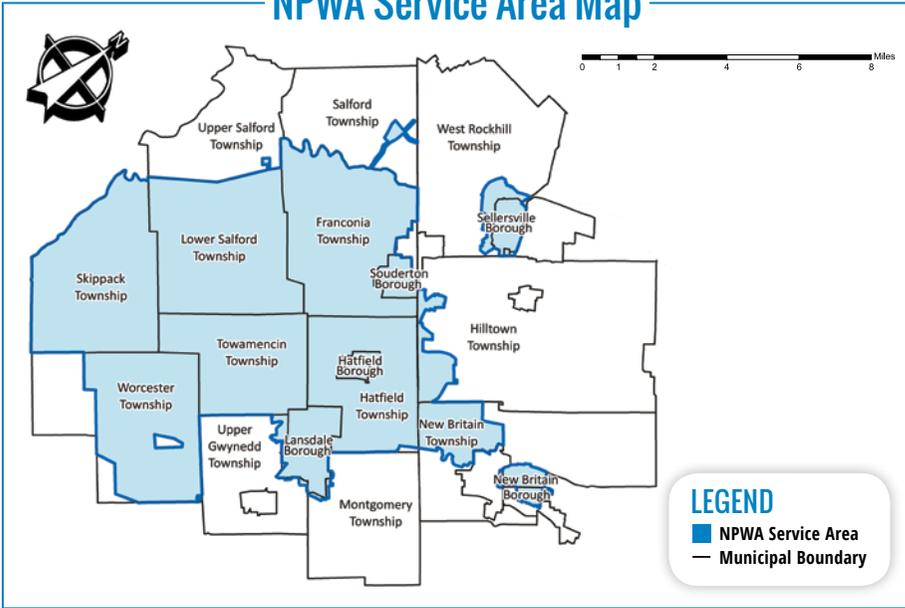
treatment processes with advanced techniques, including ozone disinfection and membrane filtration technology. This combination of traditional and innovative water treatment allows Forest Park to produce the safest, highest quality water possible.

Water from the North Branch Neshaminy Creek is treated at Forest Park Water. 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 Forest Park Water. Water released from Lake Galena flows back into the North Branch Neshaminy Creek to the Forest Park Water Treatment Plant.



North Penn Water Authority has a video that explains the entire treatment process and how water gets from the source to your tap. Visit our website to view these videos or email [info@npwa.org](mailto:info@npwa.org) to speak with a representative about presenting the video to your school or civic group: [www.npwa.org/FPWTP-videos](http://www.npwa.org/FPWTP-videos)

# NPWA Service Area Map



## Water Quality

In addition to the high quality water provided through Forest Park Water Treatment Plant, NPWA also operates 15 groundwater wells located throughout our service area, in Bucks and Montgomery Counties. These wells, together with the water from Forest Park Water, ensure the Authority has sufficient supply to meet the needs of NPWA customers.

To ensure the safety and quality of our drinking water, NPWA owns and operates a Pennsylvania Department of Environmental Protection certified water quality laboratory. At this lab, a professional staff of environmental scientists monitors water quality for bacteria, organic and inorganic chemicals. Water quality is monitored in NPWA's source waters, at various stages of treatment at the Forest Park Water Treatment Plant as well as points throughout the NPWA distribution system. If you have any questions or concerns about your water quality, please contact the NPWA office at **215-855-3617**.



# Water Bill

Water bills are determined by periodic meter readings to measure water consumption. Residential meters are billed quarterly, while commercial and business meters are typically billed on a monthly basis.

## How to read your bill

Sample bill is for illustrative purposes only. Please see your bill for actual charges.



**3**

**4** Account Number: 333333-333333

**5** Billing Date: 6/19/2009

**6** Due Date: 7/17/2009

**6** Total Amount Due \$51.12

**8** The balance due will be automatically withdrawn from your account on 07/17/2009

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**1** For Service To: John Doe  
123 Main Street

**2** John Doe  
123 Main Street  
Anywhere, PA 19000

**9**

**SAMPLE MESSAGE**

Please check the Authority's website at [www.northpennwater.org](http://www.northpennwater.org) for information or to pay your bill on-line.

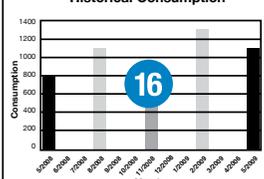
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<b>10</b>	Meter Information Current Reading 05/20/2009 60,700 Previous Reading 02/24/2009 59,600 Consumption in Cubic Feet 1,100 85 Days <b>12</b>	<b>11</b> = 8,229 Gallons
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<b>13</b>	Prior Bill Due 04/17/2009 49.50 Previous Charges 03/20/2009 49.50 Payment Received 04/02/2009 0.00 Balance	
<b>14</b>	Current Charges Customer Charge (5/8 in. meter)56892052 9.10 Consumption Charge (1100CF @0.0382) 42.02	
<b>15</b>	Balance Due On or Before 07/17/2009 51.12 Balance Due After 07/17/2009 56.23	
<b>6</b>		
<b>7</b>		

**Historical Consumption**



**16**

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**SEE REVERSE SIDE FOR OTHER IMPORTANT INFORMATION**

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For Service To:  
John Doe  
123 Main Street

**17**

Please make check or money order payable to North Penn Water Authority. Please write your account number on the check.

Account Number: 333333-333333  
 Due Date: 7/17/2009  
 Total Amount Due: \$51.12



Amount Enclosed:

- 1. Service Address** – Address where water service is provided.
- 2. Customer Name and Billing Address** – Name of person or company responsible for paying bill, and the address where the bill is sent.
- 3. Account Number** – Number that NPWA Customer Service uses to bill. Please provide this number when contacting the Authority office by telephone or mail.
- 4. Billing Date** – Date on which bills are printed.
- 5. Due Date** – Date payment must be received by NPWA. Payments received after this date will be charged a penalty fee/late charge.
- 6. Total Amount Due and Balance Due On or Before Date** – Total balance due on account when received by due date.
- 7. Balance Due After Date** – Total balance due, including penalty/late charge, on account when received after due date.
- 8. ACH** – If customer elects automatic withdrawal from a checking account, a message indicating the date the payment will be withdrawn will appear on the bill.
- 9. Message Box** – Area for important information for customers, such as hydrant flushing, community events, and current water supply status.
- 10. Consumption in Cubic Feet** – Determination of cubic feet of water consumed during the billing period.
- 11. Gallons** – While our water meters show readings in cubic feet, we have performed the mathematic conversion of cubic feet reading into gallons for ease of reference. Customers have indicated that gallons are a unit of measurement more clearly understood.
- 12. Days** – Represents number of days in billing cycle.
- 13. Prior Bill Due** – Section shows Previous Charges, with penalties, if any, less Payment Received, for the Balance Due prior to current billing.
- 14. Customer Charge** – Based on the size of the meter and is used to cover administrative, billing, meter reading, and meter maintenance costs.
- 15. Consumption Charge** – Water Usage - \$3.82 per 100 cubic feet or \$5.11 per 1,000 gallons\*. One cubic foot of water (ft<sup>3</sup>) = approximately 7.5 gallons.
- 16. Historical Consumption** – Chart depicting customer usage during prior 13 months.
- 17. Tear-off bottom portion** – Bottom portion repeats pertinent account information for use by Customer Service Department. Please return this portion of the bill with your payment, and keep the top portion for your records.

\*Illustrative purposes only. Please see your bill for actual charges.

## Meters

Reading a water meter is a mystery to most people, but it's not really very difficult once you know how. Most NPWA meters register water consumption in cubic feet. One cubic foot of water is equal to approximately 7.5 gallons of water. That means if the meter registers 100 cubic feet of water, you have used approximately 750 gallons (100 c. ft. X 7.5 gallons = 750 gallons). If your water meter is in your home, you can read it yourself. On our older meters, the register looks like an odometer and reads from left to right, and is never reset. If you want to know how much water you have used in a given period, just subtract the previous reading from the current reading.

Our newer meters are digital. The digital meter display is light activated and has a lid to keep light out, extending the battery life. If the display does not appear immediately, a flashlight may be required. Shine a flashlight on the face for a few moments and the display should appear. Read the first six digits left to right for your reading.



## Payment Options

You may pay your water bill by mail, drop off your payment at our office, pay online, pay by phone, or set up a recurring payment to be automatically withdrawn from your checking account each quarter.

- 💧 Mail to: P. O. Box 667, Souderton, PA 18964-0667.
- 💧 Pay at any local Univest National Bank & Trust Co. For bank locations, see [www.univest.net](http://www.univest.net).
- 💧 Credit Card Payments may be made at the NPWA office, by phone, or by going to our website, [www.npwa.org](http://www.npwa.org), to pay online. NPWA accepts check, Visa, MasterCard, or Discover.
- 💧 Interactive Voice Response (IVR) System payments may be made by phone by dialing **215-855-3617**, and **pressing 4**. You will need your twelve digit account number.
- 💧 You may also sign up for E-Billing to opt-out of receiving a paper bill and receive an email notification that your bill is online and ready for payment. To use the E-Billing option, you will need to register online and login to your customer account and change your billing preferences to E-Billing. Go to [www.npwa.org/Pay-Bill](http://www.npwa.org/Pay-Bill).
- 💧 Drop your payment off at our office during normal business hours or deposit it in the payment drop box outside the front door of our office after hours.



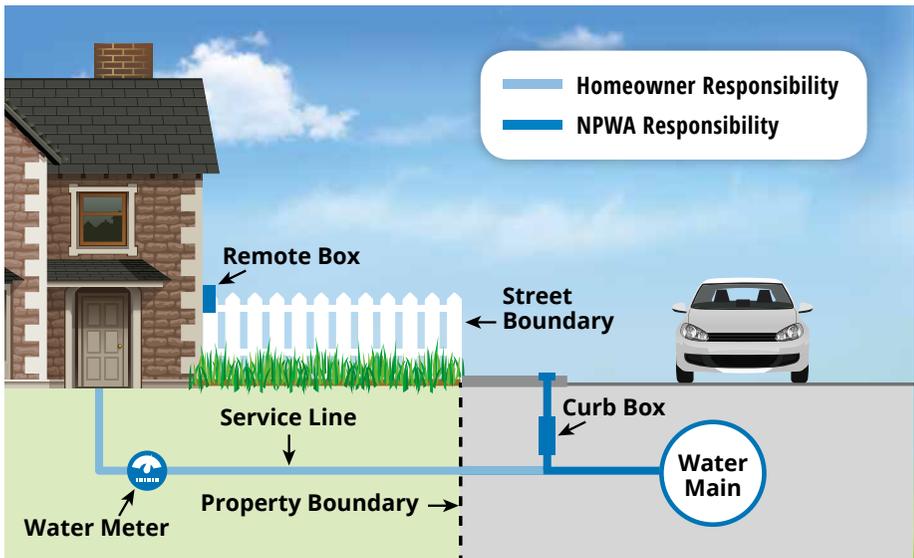
For more information, please call our office to speak to one of our Customer Service representatives.



**All transport of financial data between NPWA and bank/credit card processors uses above-standard encryption techniques to ensure a safe and protected transaction. Your financial information is never stored in our system.**

## NPWA Responsibility

NPWA is responsible for providing our customers with a safe, reliable and economical water supply that meets all federal and state water quality regulations. The Authority is responsible for the operation and maintenance of the service line between the water main and the curb box. The homeowner is responsible for the service line after the curb box and into the house. If there is a leak in a service line, the water authority will fix the leak if it is between the water main and the curb box, at the Authority's expense. The homeowner is responsible for repairing or replacing a leaking service line if the leak occurs after the curb box and into the house. If a meter pit exists, NPWA is responsible up to and including the pit and the customer is responsible between the pit and house. The illustration below shows the components of the water service.



The property owner is responsible for all household plumbing. NPWA requires all properties to have and maintain check valves as well as pressure regulating valves. NPWA also requires that the property owner protect the water meter from vandalism, cold weather damage, and damage caused by hot water heater backflow.

Some tenants may be required by the landlord of their rental property to pay for water usage. These arrangements should be agreed upon before the tenant occupies the residence. If the tenant fails to pay the water bill, the owner is still responsible for the timely payment of that bill. Any damage to NPWA equipment is also the responsibility of the property owner. NPWA does not become involved with landlord/tenant disputes concerning utility charges.

## Customer Service FAQs

**Q. Who can I call to obtain account information or ask questions regarding my bill?**

**A.** Please call **215-855-3617**, and press 3 to be directly connected to the Customer Service Department. Our Customer Service Representatives are able to answer customer inquiries and customer billing questions.

**Q. How can I pay my water bill?**

**A.** All bill-pay options can be found on page 8 of this guide, at [www.npwa.org/billing-information](http://www.npwa.org/billing-information) or by calling **215-855-3617**.

**Q. What are the current water rates?**

**A.** Current rate information is available at [www.npwa.org/Rates](http://www.npwa.org/Rates). A rate card also can be obtained at the NPWA office.

**Q. What are all the itemized charges that appear on my water bill?**

**A.** For an explanation of all itemized charges please reference “How to Read my Bill” on page 5 or visit [www.npwa.org/Understanding-Your-Bill](http://www.npwa.org/Understanding-Your-Bill) for more information.

**Q. Am I responsible for my tenant’s water bill?**

**A.** Property owners are responsible for any and all water charges incurred by tenants occupying their property. While owners can make tenant payment of utilities part of their rental or lease agreement, the owner will be responsible for any outstanding charges the tenant does not pay.

## Leak Detection

Even a small leak can amount to a large volume of water if not repaired. A dripping faucet or undetected leak that totals only 2 tablespoons a minute comes to 15 gallons a day and 5,475 wasted gallons of water a year.

### Places to look for leaks include:

#### Inside the House

- 💧 Check your bathroom and toilet area.
- 💧 You can tell your toilet is leaking if water is moving from the tank to the bowl when nobody is flushing it (you will often hear a “running” sound) or your toilet is flushing itself.
- 💧 Place dye tabs, which are available at the NPWA office, or a few drops of food color into the tank of your toilet bowl. Wait a few minutes and if you see the color in the bowl, you have a leak.
- 💧 Look for water movement in the toilet bowl and tank. This could indicate a malfunctioning fill valve.
- 💧 Check the water level in your tank to ensure that it is below the overflow tube.
- 💧 Check all appliances that use water, including your hot water heater.
- 💧 If you have a water softener, check the regeneration cycle and drains.
- 💧 Check all faucets throughout the house.
- 💧 Check any exposed pipes for leaks.





## Outside the House

- 💧 Walk around the house and yard to see if there are any very green spots or any wet spots during a dry period.
- 💧 Check your sprinkler system. Broken heads only leak when the system is operating. Usually a broken head does not add very many gallons to the water usage, unless the sprinkler system is on. A broken pipe on the other hand, can leak when the system is on or off and will add many more gallons to the usage.
- 💧 If your water meter is located inside your home, read your meter immediately prior to watering and immediately after to see how much water is actually used in a cycle.
- 💧 Swimming pools with automatic filters should be checked.

## What to do if you have a leak or think you have a leak

- 💧 Consult a plumber to have the leak fixed.
- 💧 At your request, a NPWA Field Service Representative can be dispatched to your home to investigate the high usage.  
**Please note that although we can help you investigate, NPWA employees are not permitted to fix or adjust your plumbing or fixtures.**



# Know Your Plumbing

## Water Shutoff Valve Tag



**In the event of a water emergency, everyone in your household should know where to locate the master water shut-off valve.** This valve is usually located where your water service enters the home, next to or near your water meter. If installed inside your home, the water meter is usually located at the point where the water pipe comes through the foundation, usually in the basement or utility room. These valves should be operated at least once a year by turning them off and on to ensure they are working properly. When a valve is not operated and exercised, it can get stuck or break off when trying to open or close it.

**Find the main water valve and place the water shut off valve tag, provided with this guide, on your water valve and alert everyone in your household.** In case of an emergency, such as a broken pipe, everyone should know how to turn off the main water valve to your home.

### Cross-connection Control

All NPWA customers are required to install backflow preventers at their own expense, as mandated by the Safe Drinking Water Act. Backflow preventers act as a physical barrier to water flowing in the wrong direction.

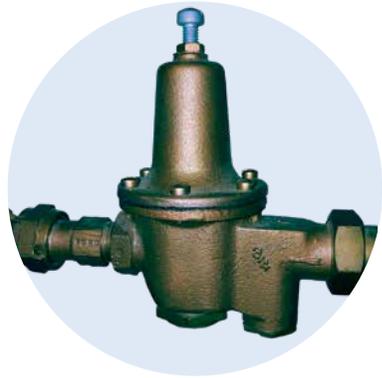
Backflow prevention devices are installed throughout NPWA's system to protect the water supply and ultimately its customers. Backflow occurs when a sudden drop in pressure causes water to reverse from its normal "forward" flow up into a building. Without backflow prevention, water from a building can enter the Authority's water supply lines and its main distribution system. If water flowing backward contains hazardous chemicals or bacteria, it can create an unhealthy or dangerous situation. All residential service lines, up to 1" service size, are required to have a dual check valve. Service line sizes of 1.5" and above should refer to commercial rules and regulations.

All commercial and industrial backflow prevention devices must be tested yearly in accordance with NPWA Rules and Regulations.

While the North Penn Water Authority must ensure safe drinking water reaches all of its customers, it is up to each customer individually to determine what is required for the internal plumbing. The Authority encourages all customers to consult a certified plumber if you have any doubts about your plumbing system. For more information on backflow preventers, please visit [www.npwa.org/Backflow-Prevention](http://www.npwa.org/Backflow-Prevention).

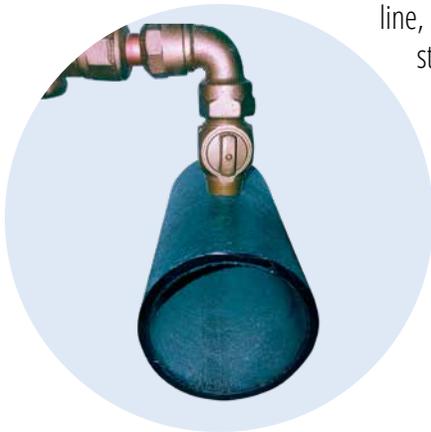
## Pressure Reducing Valve

Most houses built after 1972 are equipped with a pressure reducing valve (PRV), which is normally located near the main water valve. PRVs are usually bell-shaped devices, approximately 4" in length that are designed to keep the water pressure inside your home from exceeding a set limit. This helps prevent "knocking" in pipes and other stresses caused by high pressure.



## Corporation Stop

Moving water from the water main in the street to your kitchen sink is the job of your service line. The illustration on page 9 shows the components of the water service. The water main is buried 3 to 4 feet deep in the street to prevent the water from freezing in winter. A corporation (corp.) stop is connected directly to the water main. The corp. stop is actually a modified valve that allows the Authority to turn the water off at the water main in the event of a leak in the service line. The service line, usually  $\frac{3}{4}$  inch copper, is attached to the corp. stop, and the service line runs to the property line where it is attached to a curb stop. The curb stop is another modified valve that can be used to shut off the service without having to dig up the pavement in the street over the water main. The homeowner is responsible for repairing or replacing a leaking service line if the leak is between the curb box and the house.



# Customer Contact Information Update for Notifications



The North Penn Water Authority Public Notification System provides us with the ability to communicate specific information by recorded voice message to our customers in both emergency and non-emergency situations. If you do not provide the requested information, you may miss receiving important information about your water. Examples of information customers may receive include the following: system-wide emergency, flushing of hydrants in your area, localized water main break, and a temporary interruption of service due to construction or repair work. All of these could impact the water coming from your tap. Up-to-date contact information also helps our Customer Service Representatives reach you in case of a billing or payment issue.



Please take a few minutes to help us serve you better. Only with your cooperation can we ensure you are contacted in a timely manner should the need arise. Your information will be used solely to contact you regarding your water, and will not be shared with anyone for any other purpose whatsoever. Please submit the form included, visit [www.npwa.org/Public-Notification-Contact](http://www.npwa.org/Public-Notification-Contact) or call NPWA's Community Relations Coordinator at **215-855-3617**.

# Website/Educational Materials/Newsletter

## Educational Resources:

North Penn Water Authority has a wealth of information about your drinking water, water conservation and source water protection. Our website features information, brochures and educational games for kids! NPWA knows that games are a good way for children to learn important water facts. We hope the puzzles, word searches, and quizzes on our site encourage that learning, and lead you to further explore our Educational Resources pages.



## WaterCurrents Newsletter:

Our newsletter, WaterCurrents, is distributed semi-annually. To view the current or past issues, go to [www.npwa.org/Newsletters](http://www.npwa.org/Newsletters).

## Speakers:

The Authority believes it is an essential part of its mission to educate the public about water quality and water protection both on the website and through providing speakers to various groups and schools. NPWA also offers grade-specific presentations regarding the water cycle, conservation, water quality, source water protection, water treatment, and the water distribution system.



Contact the Authority's office at **215-855-3617** or go to the Authority's website at [www.npwa.org/in-the-community](http://www.npwa.org/in-the-community) to submit a request.

## Water Conservation Tips

Approximately 80 percent of the earth's surface is covered with water. However, 97 percent is salt water in the oceans and otherwise undrinkable making fresh water a very limited resource on earth. Two percent of fresh water is frozen in the polar ice caps and only 1 percent can be used for drinking, growing and cleaning our food, bathing and carrying away waste along with other human activities.

Water resources are not unlimited and are affected daily by precipitation, greater demand and pollution. The need for water in our daily lives makes it important for us not to waste it. We can all do our part by practicing the following water conservation tips:

### Inside the House:

- ◆ Repair leaking faucets and toilets. Call NPWA for leak detection tablets or use a few drops of food coloring in the tank to check for a leak inside your toilet.
- ◆ Turn off the water while brushing your teeth or shaving.
- ◆ Replace older toilets with low-flow models.
- ◆ Do not use the toilet as a trash can – avoid unnecessary flushes.
- ◆ Install low-flow aerators and showerheads.
- ◆ Install water-saving plumbing appliances.
- ◆ Run washing machine and dishwasher only when full.





## Outside the House:

- ◆ Use a broom to clean off your driveways, steps or sidewalks instead of a hose.
- ◆ Set sprinklers to water the lawn or garden only. Do not water the sidewalk or street.
- ◆ Water in the early morning instead of mid-day so that less water evaporates.
- ◆ Use mulch around shrubs and garden plants. Use native plants which require less water.
- ◆ Wash vehicles with soap, water and a bucket. Use a hose with an automatic shut off nozzle to wet down vehicle and for final rinse.
- ◆ Use a pool cover to keep water clean and reduce evaporation when pool is not being used.
- ◆ For more tips, go to [www.npwa.org/conservation](http://www.npwa.org/conservation).





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

**NPWA**



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

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