



# WATER BREAK

With Tony Bellitto - Executive Director, NPWA

The theme of our Annual Report this year is all about the dependability and reliability of our water supply. I want to call your attention to the main article in this edition of our customer newsletter that describes in more detail all that we do on a regular basis to ensure that our customers continue to receive an uninterrupted supply of high-quality water, 24 hours a day, 7 days a week. We maintain a large distribution system covering about a 100 square mile area, with almost 600 miles of water main, over 10,000 valves, and 3,500 fire hydrants, delivering an average of 10 million gallons of water per day to over 34,000 customers.

The water is treated to the highest water quality standards at our award-winning Forest Park Water Treatment Plant, and then transported through our distribution system (also award-winning) where it is delivered to our customers around-the-clock. Our treatment plant, wells, and booster pumping stations also have backup power generating capabilities, so that we can continue to keep the water flowing, even in a power failure. Despite the considerable capital and operating costs involved, our efficient stewardship of financial resources translates into a very low cost to our customers. Our average residential customer pays less than one dollar per day for an entire household's water supply. Our high-quality product is truly the best bargain in town.

The North Penn Water Authority is proud of this track record of superior dependability and reliability of water service. It's all due to our staff of knowledgeable employees, whose experience, dedication, and commitment to the Authority's important mission ensure that we keep the water flowing to our customers at all times, at a price that continues to be an excellent value.

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

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[www.npwa.org](http://www.npwa.org)  
"WATER CURRENTS"

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faster and more accurate processing. Thank you.*

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

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

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

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



# WATER CURRENTS

NORTH PENN WATER  
AUTHORITY NEWSLETTER -  
2018 Volume 19/No. 2

## NPWA TOPICS:

WATER BREAK

TOYS FOR TOTS

WATER NEWS

- Keeping the Water Flowing
- Customer Information Guide
- NPWA is on Facebook!

## TOYS FOR TOTS



An early reminder that for the 19th year NPWA will be a drop-off site for Toys for Tots sponsored by the U.S. Marine Corps. **We hope to collect 500 items for children in need in our community this year.** The drop-off bin will be available in the Authority's front lobby Monday through Friday, 8:00 a.m. to 5:00 p.m., from the last week of October until mid-December. Please mark your calendar and consider dropping off a new, unwrapped gift for a child up to 18 years old. We appreciate your continued support in providing children in need with a Christmas gift.





# WATER CURRENTS

2018 Volume 19/No. 2

## WATER NEWS *Keeping the Water Flowing*

Since North Penn Water Authority's formation over fifty years ago, reliability of service has been a primary focus. North Penn Water Authority's mission is to provide customers with a safe, reliable and economical water supply 24 hours a day, 7 days a week. In order to fulfill this mission, the Authority works daily to provide high-quality water through advanced treatment processes and by maintaining the water system in a strategic and cost effective way.



A water system's assets consist of water pipes ("main"), fire hydrants, water meters, booster pumping stations, water storage tanks, and more. Ongoing system maintenance is imperative. As technology evolves, the Authority has become increasingly efficient in repairing, replacing, and adding assets, as necessary, to the water system so the required infrastructure is properly maintained. As has been highlighted in the news and in various reports, this is not the case for many of the water systems throughout the country. According to the American Water Works Association's (AWWA) "Buried No Longer — Confronting America's Water Infrastructure Challenge" report, which was released in 2012, water infrastructure throughout the country is crumbling and ratepayers will be affected by this in the form of higher water bills or through "impact" or development fees.



Intending to alleviate that potential burden for customers is one of the many reasons that the Authority makes it a priority to continually improve infrastructure. North Penn Water Authority has in place an on-going program of careful planning and regular reassessment of its infrastructure. Because NPWA is non-profit, it reinvests ratepayer funds directly back into the water system in order to keep up with the high demands of maintenance and keep the water flowing without interruption.

As a result, customers need not worry about their water bills tripling or having large "impact" fees imposed due to crumbling systems or the inability to meet treatment standards. Continual maintenance and improvement are part of business as usual for the Authority.

NPWA is busy this summer keeping up with infrastructure maintenance.

The Authority is installing a one-mile stretch of 24-inch transmission main that runs through Hatfield Township and Borough. SmartBall technology is being utilized to inspect the primary transmission main beginning at the Forest Park Water Treatment Plant into the distribution system. A large meter replacement project is nearing completion, which provides more efficient and better leak detection than older water meters, saving customers money and reducing water consumption.

Read more about past projects and infrastructure maintenance in our 2017 Annual Report, "Keeping the Water Flowing" at [http://northpennwater.org/uploads/annual\\_report\\_2017.pdf](http://northpennwater.org/uploads/annual_report_2017.pdf).



## WATER NEWS *Customer Information Guide*

NPWA's newly updated Customer Information Guide has everything you need to know about billing options, your water meter, water conservation facts, and more! We encourage our customers to download the guide online at <http://northpennwater.org/uploads/npwa-customerinfoguide-web.pdf> or stop into our office, located at 300 Forty Foot Road in Towamencin, to pick up a packet! Included in the packets are leak detection dye tabs, a water shut-off valve hanger and a NPWA magnet. You can also pick up

a packet at a number of local events that NPWA attends throughout the year. If you have any questions about the Customer Information Guide, please call Customer Service at 215-855-3617.



## WATER NEWS *NPWA is on Facebook!*

North Penn Water Authority is on Facebook! Our goal is to provide you with another way to connect with us. Please "Like" our page to get updates on repair situations, maintenance projects, Authority news and educational resources. Learn more by visiting [www.Facebook.com/NorthPennWater](http://www.Facebook.com/NorthPennWater).

