



WATER BREAK

with Tony Bellitto - Executive Director, NPWA

In an effort to keep up with the effects of inflation that raise expenses each year, North Penn Water Authority has increased its rates by a modest 3% for the average customer, effective January 1, 2020. The new usage rate is \$3.94 per 100 cubic feet, which is the same as \$5.27 per 1,000 gallons. As a result, the average customer will pay annually about \$10 more this year as compared to last year. Sellersville Service Area customers will not have any change to their rates which were established in 2011 under the terms of the Agreement of Purchase.

Even with this modest increase, public water from NPWA is still "the best bargain in town." At this new rate, our average residential customer will pay about \$352 per year for water, which is the equivalent of approximately 96 cents per day for an entire household's daily water supply. For a household of 3 people, that's only about 32 cents per person per day. That's a very low cost for such a vital commodity, especially one that is reliably available 24 hours a day, 365 days a year, without interruption, for all domestic uses, like drinking, cooking, showering, bathing, flushing the toilet, lawn sprinkling, car washing, and fire protection. There is simply nothing you can buy that costs less, that has an equal or greater value than our product. It's a deal that can't be beat.

NPWA customers pay only one penny for about 2 gallons of our public water. What else can you buy for one thin penny these days at your local store? Absolutely nothing. Our product also has the added convenience of being delivered directly to your home.

The Authority has been able to keep rates low while increasing operating efficiency, thereby enhancing the value of the service we provide to our customers. Our focus on sound fiscal practices and an increased reliance on new technologies and labor-saving automation has enabled NPWA to continue delivering an economical supply of water that is always safe and reliable.

Business Hours (Mon-Fri - 8:30 a.m. - 4:30 p.m.): 215-855-3617
After Hours Emergency Number: 215-855-9945

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"WATER CURRENTS"
www.npwa.org

NPWA accepts Discover, MasterCard and VISA

Please return the BILL STUB with your payment to ensure faster and more accurate processing. Thank you.

Speakers and videos are available through NPWA for Civic Organizations, Schools, and Churches. (Towamencin Township) 300 Forty Foot Road Lansdale, PA 19446 (Near the intersection of Forty Foot Road & Allentown Road)

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



We thank you for your overwhelming generosity and ongoing support. spirit of Christmas in our community and benefits many children in need. NPWA's collection this year. Your generous support demonstrates the true Associates in Lansdale and Unvest Insurance contributed donations to Local businesses and organizations like Coldwell Banker Realty Corp.



For the 20th year, North Penn Water Authority employees, customers and area companies donated toys to the U.S. Marine Corps. Donations for the entire Montgomery-Harleysville Region, including those dropped off at NPWA, totaled 8,700 toys.



TOYS FOR TOTS

WATER CURRENTS

NORTH PENN WATER
AUTHORITY NEWSLETTER -
2020 Volume 21/No. 1

NPWA TOPICS:

WATER BREAK

TOYS FOR TOTS

WATER MARKS

- Dale Reichenbach Retires

WATER NEWS

- Pennbrook
- Seasonal Reminders
- Website Update
- New Water Tank Construction in Hillcrest

WATER MARKS **Best Wishes on your Retirement, Dale Reichenbach!**

Dale Reichenbach, who joined North Penn Water Authority on June 4, 1973, retired on January 3, 2020 after 46 years of service, 22 of which he held the position of Director of Finance. Dale started working at NPWA out of high school at age 18. He came up through the ranks, going to school at night to earn his college degree, and then his MBA, taking on new positions at the Authority with increasing levels of responsibility until his promotion to CFO and Director of Finance in 1997. Dale also held the position of adjunct instructor of Accounting for several years at Gwynedd Mercy College. On September 9, 2019, Dale received the Distinguished Service Award for extraordinary and significant service, presented by the Pennsylvania Municipal Authorities Association at its annual conference, for his dedicated service to NPWA. The Authority wishes to thank Dale for his dedication, and extend our best wishes to him for a wonderful retirement.



WATER NEWS Pennbrook

In July 2019, NPWA began a large water main replacement and meter pit construction project in the Pennbrook section of Lansdale. Approximately 12,000 feet of water main was replaced with 8-inch ductile iron pipe and all water services were renewed with water meter pits, which house water meters outside, near the curb or sidewalk. What makes this project different is the amount of water main that was replaced at once. Instead of tackling a few hundred feet, we replaced thousands of feet. NPWA decides which areas of our system need upgrading with the help of the hydraulic model, a computer software program, which looks at our entire water system to pinpoint the areas in the most need of optimization before we even put a shovel in the ground. We have been using this model for some time with great success.



By installing meter pits, the Authority has full access to the meter and reading equipment without ever accessing customers' homes or businesses, eliminating the need for customers to schedule an appointment with an NPWA Field Service Representative to service a meter. As part of a continuous plan to improve the quality and accuracy of meter readings, NPWA has added a fixed based meter reading system that provides daily readings to the Authority. NPWA is now installing high resolution meters that read down to the single cubic foot. With these meters, the Authority can then proactively investigate to determine if a problem, such as a leak, exists and notify the customer immediately. Previously, NPWA needed to wait until the readings were processed for billing, once every three months. This improvement project is part of our ongoing, asset management plan where the Authority invests rate payer dollars back into our water system to provide our customers with high-quality drinking water and adequate fire protection.

WATER NEWS Website Update

NPWA's Website has a new look! Don't worry, paying your bill online is as easy as ever. **Check it out at www.npwa.org.**



WATER NEWS New Water Tank Construction in Hillcrest

The NPWA water tower in the Hillcrest section of Lansdale has been demolished and construction will begin in 2020. The new water tower is part of a larger infrastructure improvement project in the Hillcrest section of Lansdale. The new tank will enhance fire protection, public safety and water quality in the surrounding community.

The planned water tank is a 250,000 gallon Spheroid style tank that stands 140 feet high and relies on gravity to provide water pressure, as opposed to the current tank which is a 70-foot Standpipe style that relies on an electric pump to provide the area with suitable water pressure. The added height is necessary to ensure reliable fire protection and more consistent water pressure to our customers. In addition to providing enhanced fire protection and water quality, this project will

WATER NEWS Seasonal Reminders

Frozen Pipes: If you experience "no water," during the cold months, check all faucets before calling our office. It could be related to a frozen pipe which is the property owner's responsibility. To avoid this situation and costly bills:

- Wrap/insulate pipes in unheated areas of the home (ie: basements, attics, etc.).
- Caulk, cover, or repair broken windows that are near water meters or pipes.
- Locate and tag your master valve in case pipes freeze or rupture. We offer valve shut-off tags at our customer service desk.

Clear hydrants:

Please ensure that snow and ice are cleared from hydrants on your property. This allows the fire department and our crews quick access to the hydrant in case of a fire or for a necessary repair.



Some hydrants are equipped with markers to assist the fire department in finding them. Please do not tamper with them and notify us if a marker has been removed or vandalized.

Hydrant flushing: Spring fire hydrant flushing and inspection begins at the end of March (weather permitting) and runs through the end of May. Notices of flushing dates and locations can be found here:

- Local newspapers
- WNPV Radio (1440 AM)
- Message portion of your water bill
- Our Website: www.npwa.org
- Facebook: [Facebook.com/NorthPennWater](https://www.facebook.com/NorthPennWater)

Fire Lines: Customers who wish to test their fire sprinkler system and fire service line should call the Authority's office ahead of time to notify us of their plans, allowing us to enact any necessary operational contingencies to ensure high quality, continuous water service to all customers.

create redundancy in the Hillcrest section of Lansdale, ensuring that residents and businesses always have access to safe, reliable water.

Customers can visit www.npwa.org/LansdaleHillcrestTank for more information and ongoing updates.

