



WATER BREAK

with Tony Bellitto - Executive Director, NPWA

The theme of our Annual Report this year is "The Hydraulic and Water Quality Model." In this report, we are highlighting this critically important planning tool that we use to analyze the dynamics of our entire water distribution system infrastructure. With this highly technical computerized representation of our system, we can plan improvements, develop operational maintenance strategies, and proactively manage our water system as efficiently and cost effectively as possible. The Model simulates changing conditions of the distribution system as well as information about pipes, pumps, valves, flow, pressure, water quality and more, using a sophisticated software platform, and providing graphical results on a color coded network of maps and data tables. It is an indispensable planning tool for operating a first-class public water system in our 21st century digitized world.

You can read more detail about this subject in this year's Annual Report. Copies are posted on the Authority's website, can be obtained at your local municipal office building, or by simply calling us to request that a copy be mailed to you. Feel free to contact us if you have any questions, as we're always happy to serve you.

On another matter, I'm happy to report that ever since the coronavirus pandemic first gripped our state, our nation, and our world several months ago, we at the North Penn Water Authority have been keeping the water flowing without interruption. As an essential life-sustaining business, we could not shut down our operations. Rather, our state-of-the-art water treatment plant at Forest Park and our water distribution system infrastructure has continued to function 24/7. Our dedicated staff are committed to providing excellent quality water and reliable service around-the-clock to all of our 35,000 customers who rely on this most vital commodity that our homes and businesses cannot live without. So as we all justifiably express gratitude to everyone who has continued to serve the community during the pandemic – including health care workers, emergency service personnel, and employees at food stores, pharmacies, and gas stations – let's also not forget to acknowledge the dedicated people who work every day in the public water business. As essential workers on the front lines, we're proud to serve all of you.

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.

(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 -
2020 Volume 21/No. 2

NPWA TOPICS:

WATER BREAK

TOYS FOR TOTS

WATER NEWS

- NPWA's COVID-19 Response
- Water Tips for Businesses
- Emergency Notification Update

TOYS FOR TOTS



For the 21st year, NPWA will be a drop-off site for Toys for Tots, sponsored by the U.S. Marine Corps., as long as Montgomery County, as of the time of the collection, is in the green phase of the Governor's pandemic response opening plan and the Authority's building is open to the public. **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, 8:30 a.m. to 4:30 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.





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2020 Volume 21/No. 2

WATER NEWS NPWA's COVID-19 Response

As of this writing, the region is in the green phase of Governor Wolf's plan to reopen Pennsylvania. The North Penn Water Authority understands that the pandemic and State shutdown has been, and still is, a stressful time for our community and the households we serve. Please know that NPWA is here for your water needs and is committed to taking all steps necessary to maintain safe, reliable water service.

We are well-prepared to continue providing water service throughout this pandemic. We have staff and infrastructure in place to maintain water service around-the-clock to help keep families healthy, clean and hydrated. As an essential, life-sustaining business, NPWA and Forest Park Water Treatment Plant staff are working vigorously to ensure regular operations and to keep the water running 24/7. Water main breaks, system leaks, and any other water-related emergency will be responded to as usual, with our on-call staff who are available anytime of the day and night.

You can continue your normal use of tap water. The U.S. Environmental Protection Agency (EPA) recommends that Americans continue to use and drink tap water as usual. Up-to-date information from the EPA on COVID-19 and water can be found at <https://www.epa.gov/coronavirus>.

For Drinking:

According to the U.S. Centers for Disease Control and Prevention (CDC): "Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19." The World Health Organization adds that the "presence of the COVID-19 virus has not been detected in drinking water supplies and based on current evidence the risk to water supplies is low." Our staff monitors systems daily, and they are currently well exceeding established standards for virus removal and/or protection.

For Handwashing:

Handwashing using tap water and soap is critical to preventing the spread of COVID-19 as well as other viruses. CDC and other health organizations recommend frequent handwashing for at least 20 seconds each time.



Wash Your Hands

Keeping your water flowing:

Safety for our customers and employees is a top priority. Due to the necessity of the services we provide, we are taking precautions to protect the health of our workforce. Based on the recommendations set by the Pennsylvania Department of Health and Montgomery County Officials, NPWA is requiring employees and those entering the Authority's Operations Center to wear face coverings and maintain a 6' distance whenever possible. Since the beginning of the shutdown through the time of this writing, NPWA has suspended water shut-offs.

These are challenging times for our community and nation, but despite the many uncertainties regarding COVID-19, you can take comfort in the fact that the virus does not spread through drinking water supplies.

If you have questions or concerns, please call **215-855-3617** or email info@npwa.org. Please rest assured, access to high-quality, safe drinking water will not be disrupted during this pandemic. We will continue to post updates on our Facebook page and website at npwa.org for our customers as the situation evolves and new information becomes available.

WATER NEWS Water Tips for Businesses

While the counties in our region are currently in the green phase of Governor Wolf's re-opening plan, this situation continues to evolve as various types of companies open at a different pace. Business owners and building managers are encouraged to review EPA's guidelines for restoring water quality in buildings with low or no use. Stagnant water inside building plumbing can become unsafe to drink. Here are a few steps that should be taken as a building opens up for business:

- Flush cold and hot water at all points of use (i.e., faucets, showers, toilets, drinking fountains, etc.)

- Run/flush all water-using devices (i.e., run an empty load in dishwasher, discard ice from ice makers)
- Drain and clean water storage facilities and hot water heaters

Please visit <https://www.epa.gov/coronavirus/information-maintaining-or-restoring-water-quality-buildings-low-or-no-use> for a more extensive list of ways to restore water quality and for more information.



WATER NEWS Emergency Notification Update



NPWA is committed to providing a safe, reliable water supply, 24 hours a day, seven days a week. We encourage all of our customers to keep their contact information up-to-date.

Current contact information means NPWA can get in touch with you in case of a water emergency. Please visit <https://npwa.org/public-notification-contact/> to submit your contact information.