

ANNUAL REPORT



OUR RESPONSE TO A YEAR LIKE NO OTHER



CHAIR'S MESSAGE

The theme for the 2020 Annual Report focuses on NPWA's Response to a Year Like No Other. I think we can all agree that 2020 was unlike any year we have experienced. Through it all, North Penn Water Authority (NPWA) employees continued to do the important work of fulfilling NPWA's mission of providing safe, clean, reliable water to Authority customers, 24 hours a day, seven days a week.

We all contended with the devastating health and economic effects of the COVID-19 pandemic. NPWA was no exception. As an essential business, NPWA, along with the Forest Park Water Treatment Plant (FPW), had to adapt certain aspects of its operations in order to protect the health of employees and customers, while continuing to fulfill its critical mission every day. The management team quickly implemented new technology and kept up-to-date on constantly changing health orders, while all employees cooperated with following new and changing protocols.



Despite a decrease in revenue from commercial customers as businesses needed to close, this financial loss was offset by the increased water needs in homes throughout the service area as families stayed home, including working and attending school remotely. 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. As a result of planning and good cost management, the Authority has been able to direct a significant amount of funds into maintaining and improving its infrastructure.

On behalf of the entire Board of Directors, I want to thank all of our management team members and staff for their commitment and the work they do every day throughout the year, and especially during this most difficult year, to meet the Authority's most critical mission of delivering the highest quality drinking water to customers. I want to acknowledge and commend the essential workers of North Penn Water Authority for their efforts to continue operating and serving our customers water for their vital needs, including hygiene, hydration, and fire protection, throughout the pandemic. I also want to thank my fellow board members who volunteer their time to serve the North Penn Water Authority and their respective communities.

The North Penn Water Authority employees and board members are fully committed to fulfilling the Authority's mission even in difficult times. As a result, the Authority's customers and municipalities can rest assured that their community's water supplier is paving the way for a reliable, safe and affordable water supply now and well into the future.



PAUL D. ZIEGLER

CHAIR

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

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WILLIAM K. DINGMAN, Vice-Chair
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MARVIN A. ANDERS, Treasurer
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ROBERT J. RODGERS
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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

2020

OUR RESPONSE TO A YEAR LIKE NO OTHER

North Penn Water Authority's 55th year in operation started like any other year. Staff came to work after the holidays and time spent with family and friends, ready to begin a new year with new goals and projects. However, as the world quickly learned, 2020 was not going to be the year anyone expected.

For much of 2020, the entire world grappled with the devastating health and economic effects of the COVID-19 pandemic. Life as we knew it changed in a matter of weeks. How we interacted with family, friends and the community, and how we worked, shopped, and even saw our doctors changed. The North Penn Water Authority's (NPWA) operations were no exception. As an essential business, NPWA, along with the Forest Park Water Treatment Plant (FPW), had to adapt certain aspects of its operations in order to protect the health of employees and customers, while continuing to fulfill its mission of providing the community with a safe, reliable, and economical water supply. Through the quick implementation of technology, efforts from management to stay up-to-date on changing health orders, and cooperation from employees, NPWA was able to fulfill its mission and communicate to customers that their water was, and still is, safe to drink while staying on schedule and on budget with some major infrastructure improvement projects.



NPWA employees exercise valves in Franconia.

Safe drinking water during the pandemic

During a year of insecurity and uncertainty, NPWA customers could rest assured that NPWA drinking water was, and still is, safe to drink. 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.”ⁱ 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.”ⁱⁱ



An NPWA Systems Control employee checks on a well while wearing proper PPE.

NPWA also placed a moratorium on water shut-offs due to the financial impacts of the pandemic on many people in the communities we serve. NPWA customers never had to worry about being without safe, reliable, high-quality drinking water.

How the Authority adjusted

As an essential business, NPWA knew it was critical to determine a way to operate the business while mitigating a possible COVID-19 outbreak in the office and among crew members in the field. Thanks to swift action and planning by the management team, NPWA was able to avoid a COVID-19 outbreak among staff members in 2020.

State health guidelines were closely monitored and safety protocols in the office were implemented and updated as needed. The Human Resources department worked tirelessly to track down personal protective equipment (PPE) for staff, such as masks, hand sanitizer, gloves and disinfecting wipes, which were difficult to find in the early days of the pandemic. Hand sanitizer stations were installed throughout the building and in the lobby.



An NPWA Customer Service Representative smiles behind her mask, one of many safety precautions that were followed to protect employees and customers.

Masks must cover your nose and mouth in all common areas...



...and in situations when you are closer than 6 ft. apart.

Protect your coworkers and yourself.

Signs asking staff and customers to wear their masks were placed throughout the building.

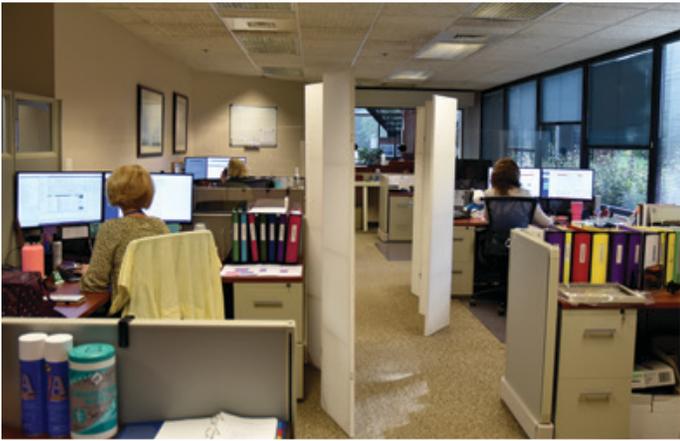
i. <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

ii. <https://www.epa.gov/coronavirus/drinking-tap-water-safe>

2020: A YEAR LIKE NO OTHER (CONTINUED)

For a few months, NPWA's lobby was closed to customers in an effort to protect staff until the state entered the "green phase" of re-opening.

Management also implemented staggered scheduling for many departments to keep staff safe and lower the risk of an employee unknowingly infected with COVID-19 from transmitting it to others. This continued until proper safety equipment, including dividers and Plexiglas, were installed at desks of employees who work in common areas of the office. State guidelines were closely followed and implemented, such as wearing masks in the office and social distancing from co-workers, as well as increased disinfection throughout the office.



Dividers and Plexiglas were set up in areas where NPWA employees work in close proximity, in order to create a barrier in between staff members.

The Information Technology department was instrumental in implementing technology not commonly used by some Authority employees. Employees whose job descriptions and staffing requirements allowed for remote work received laptops in order to work from home. This limited the number of employees in the office at one time to aid in social distancing and reduce the need for an entire department to quarantine should one have a COVID-19 positive diagnosis. At the start of the pandemic, as many people throughout the country began working from home

instead of in their offices, laptops became difficult to find. Through persistence and research, the IT department was able to track down enough laptops needed for NPWA employees. Microsoft Teams, a collaboration tool that includes video conferencing and online chat/screen sharing capabilities, was installed so external and some internal meetings could be held online, instead of in-person.

An additional benefit was that the IT department could help employees troubleshoot computer or network issues without having to sit at an employee's computer. Internet bandwidth also needed to be increased to accommodate the number of people accessing the network from home. Monthly Board Meetings also went online to avoid getting too many people together at one time. As virtual meetings increasingly became the only way that organizations could continue to effectively conduct business together, cameras, headsets, and supplemental microphones, also in short supply, were acquired as quickly as possible and software downloaded to allow existing desktops, where necessary, a better capability to be used for that purpose.



NPWA Meter Technicians replace a meter located in a meter pit while wearing proper PPE.



NPWA Operations staff exercise and check valves throughout the service area while wearing proper PPE.



NPWA Operations staff replace a service line while wearing proper PPE.

Due to the nature of the water business, NPWA cannot operate 100% remotely, like many companies were able to do during the pandemic. In order to ensure that our customers receive reliable, high-quality water, 24 hours a day, seven days a week, NPWA field staff must be available for system operations, repair work, and emergency situations which requires crews to conduct the work onsite. In addition to being available for repairs and emergencies, NPWA was able to complete many capital projects that were slated for 2020, on time and on budget. NPWA spent the funds budgeted for distribution system infrastructure improvements related to pipeline installation and replacement projects.

NPWA also successfully completed the construction of the Hillcrest Water Tank in Lansdale, once again, on time and on budget. The tank went into operation in December 2020. Replacing the old tank with a new one was part of a larger infrastructure improvement project in the Hillcrest section of Lansdale that enhances fire protection, public safety and water quality. Additional benefits of the new water tank include redundancies in water service, ensuring residents and businesses will always have access to safe, high-quality water and more consistently reliable water pressure.



On August 24, 2020, the bowl of the Hillcrest Tank was put into place.



NPWA's freshly painted Hillcrest Water Tower in Lansdale.





NPWA Operations staff replace a service line while wearing proper PPE.

Another area where employees needed to be in the field was to continue to sample and test the drinking water throughout the system in order to



An NPWA employee collects a drinking water sample at an outdoor sample site.

meet compliance monitoring requirements set by the Pennsylvania Department of Environmental Protection (PA DEP). Several sampling locations throughout the distribution system are inside local businesses. When businesses were required to lock down or restricted outsiders from entering their buildings, NPWA installed outdoor sampling stations and restructured the sampling schedule in order to meet monitoring requirements. As in many previous years, NPWA's laboratory again received a Certificate of Excellence for achieving 100% acceptable data in its' annual proficiency testing in coliform bacteria, heterotrophic plate count (HPC), inorganics, regulated volatile organic compounds (VOCs) and trihalomethanes (THMs) analyses.

NPWA's Customer Service department needed to navigate customer relations in a new way. When the lobby was

closed to walk-ins, the department handled all customer inquiries over the phone and assisted customers with online transactions. Once the lobby reopened, NPWA hung signs and placed decals on the floor, six-feet apart. Hand sanitizer and masks were provided to customers to create a safer environment. Customer Service Representatives worked through challenges that sometimes made in-person communication difficult, such as both parties speaking through masks, making it harder to hear each other clearly. Still, they came to work daily with smiles on their faces, under the masks, ready to assist NPWA customers with all of their water and billing needs.



NPWA Water Quality employee tests water samples in NPWA's state certified laboratory.



NPWA Operations staff replace a fire hydrant.



Bridget Adinolfi, Contest Winner, and Anthony J. Bellitto, Jr., Executive Director of NPWA, in front of the hydrant Bridget painted as the winner of the 2020 Fire Hydrant Painting Contest held during National Drinking Water Week.

Many Community Relations activities were halted in 2020 and NPWA needed to find a creative way to engage the community safely. NPWA held its first Fire Hydrant Design Contest during the first week of May in honor of National Drinking Water Week, for students in grades Kindergarten through fifth, to design a fire hydrant. More than 35 designs

were submitted and a panel of judges consisting of NPWA staff voted for their favorite design. Bridget Adinolfi, a third-grader at the time of the contest, had the winning design and visited NPWA's Operations Center on August 14, to paint her design on an actual hydrant that now sits outside of NPWA's building. Her design will remain on the hydrant until the winner of the 2021 contest is announced. National Drinking Water Week is an initiative of the American Water Works Association, and occurs during the first full week in May each year to recognize the vital role water plays in our daily lives.

Although 2020 was an unprecedented year, NPWA is proud to say that potential negative implications from the pandemic were avoided due to flexibility of our staff, the ability to pivot and adjust certain business practices as well as the patient understanding of our customers during this difficult time. While it was definitely a year like no other, what remained unchanged is North Penn Water Authority's commitment to its critical mission to provide our customers with a safe, reliable, high-quality, and economical water supply.



NORTH PENN WATER AUTHORITY HISTORICAL TIMELINE

1882 Lansdale Municipal Authority Incorporated

1880

1949 Hillcrest 1.25MG Tank Built

1949

1956 Lansdale 2MG Tank Built

1950

1964 North Penn Water Authority Incorporated with 7 Municipalities

1964

1965 North Penn Water Authority Hires First Employee and Begins Operating

1965

1966 Souderton 1MG Tank Built

1966

1971 Hilltown 1.5MG Tank Built

1971

1982 NPWA Begins Operating DEP Certified Lab

1982

1989 Interim Forest Park Water Treatment Plant Built

1989

1989 Second Hilltown 1.5MG Tank Built

1990

1991 Current Operations Center Built

1991

1994 Permanent Forest Park Water Treatment Plant Built

1994

1995 Point Pleasant Pumping Station Acquired

1995

1996 Old Morris Rd Booster Station Lower Salford 2.5MG Tank Built

1996

1997 NPWA Gets its Current Logo

1997

1997 NPWA Implements Geographic Information Systems (GIS)

1997

1997 Main Distribution System Extended in Skippack and Worcester Townships Connecting Three Satellite Systems

1999 North Penn Water Authority Website Goes Online

1999

2001 Borchers Booster Station Built

2001

2001 Work Order Management System Began Improving Operating Efficiency and Tracking Work

2001

2006 Work Commenced on the Franconia Transmission Main Project

2006

2006 Supervisory Control and Data Acquisition (SCADA) System Upgraded

2006

2007 Forest Park Water Treatment Plant Expansion and Treatment Upgrade Completed

2007

2010 Sellersville Water System Acquired

2010

2011 NPWA Becomes Charter Member of the Partnership for Safe Water Distribution System Optimization Program

2011

2011 Earlington Booster Station Built

2011

2014 Franconia 3MG Tank Built

2014

2014 Forest Park-Bucks County Water and Sewer Authority Pipeline Built

2014

2015 Lansdale 2MG Tank Repainted

2015

2015 Skippack 2.5MG Tank Built

2015

2015 NPWA Celebrates its 50th Anniversary

2015

2015 Installing Advanced Metering Infrastructure (AMI), the Next Generation of Meter Reading Technology

2015

2019 Forest Park Water Expands

2019

2019 Forest Park Water Celebrates 25th Anniversary

2019

2020 NPWA Celebrates 55 Years of Service

2020

2020 Hillcrest Tank is Rebuilt

2020

55 YEARS OF SERVING OUR COMMUNITY 1965



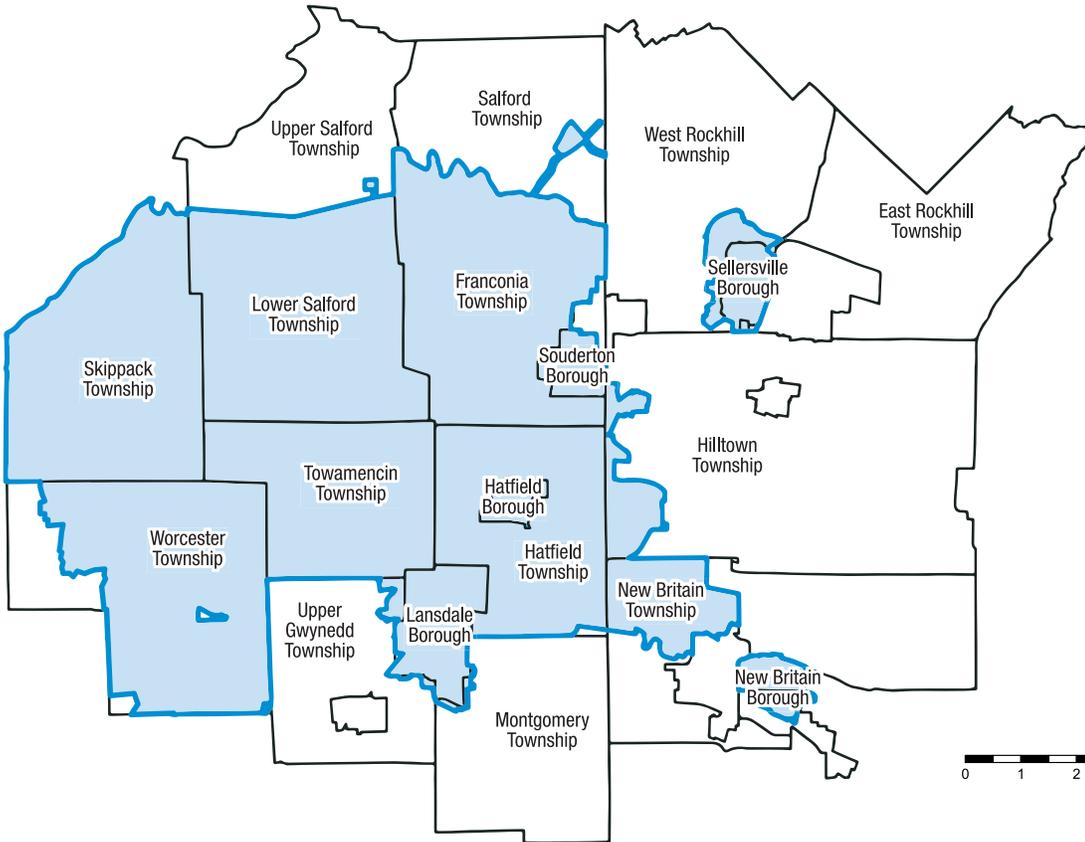
Want to Know More?
View the entire history of NPWA by scanning this QR code with your phone!

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 more than \$9.45 million on capital improvements in 2020. These expenditures included over \$3.66 million for the installation, replacement, and servicing of portions of the 585 miles of water main throughout the Authority's service area. That cost also included \$1.19 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.

Municipality	Location	Cost
Water Main Infrastructure		
Lansdale Borough	Norway and Lakeview Drives Main Replacement	\$644,263
Lansdale Borough	Pennbrook Area Main Replacement	\$581,434
Hatfield Township	Sourwood Drive Area Main Replacement	\$571,622
Franconia Township	Reliance Road Main Replacement	\$332,093
Lansdale Borough	Knapp Road Main Replacement	\$319,867
Franconia Township	Cowpath Road Main Replacement	\$297,455
Sellersville Borough	Grandview Avenue Main Replacement	\$288,073
Souderton Borough	Fifth Street Main Replacement	\$261,738
Souderton Borough	Wile Avenue Main Replacement	\$118,597
Hatfield Borough	Lambert Street Main Replacement	\$118,277
Worcester Township	Potshop Road 8" Tie-in	\$65,429
New Britain Township	Schoolhouse Road 16" Tie-in	\$46,898
Towamencin Township	Old Morris Road Relocation	\$22,788
Other Capital Infrastructure Projects		
Various Locations	Storage Tank Improvements	\$1,985,539
Forest Park Water Treatment Plant	Capital Improvements and Engineering	\$1,190,296
Various Locations	Hydrant, Valve and Service Renewals	\$1,162,386
Various Locations	New Meters and Replacements	\$1,136,985
Various Locations	Well and Booster Station Improvements	\$203,317
Various Locations	Project Development and Closeout	\$110,033
		\$9,457,091

SERVICE AREA



LEGEND

- NPWA Service Area
- Municipal Boundary



Summer employees help NPWA paint hydrants throughout the service area, while wearing proper PPE.



NPWA Operations staff replace a fire hydrant.

NORTH PENN WATER AUTHORITY

STATEMENTS OF NET POSITION - DECEMBER 31, 2020 AND 2019

	2020	2019
Assets		
Current Assets		
Cash and cash equivalents	\$13,649,766	\$12,125,875
Accounts receivable - customers	2,271,297	2,121,416
Accounts receivable - PECO Energy Company	482,405	493,638
Accounts receivable - other	398,081	455,165
Assessments receivable (current portion)	8,986	21,872
Unbilled revenues	2,383,119	2,171,271
Materials inventory	1,420,853	1,347,853
Interest receivable	-	8,489
Other	187,541	226,609
Total Current Assets	20,802,048	18,972,188
Restricted Assets		
Cash and cash equivalents	22,794,327	29,210,904
Prepaid pension asset	165,357	315,670
Interest receivable	-	7,943
Total Restricted Assets	22,959,684	29,534,517
Utility Plant		
Property, plant and equipment, net	140,725,555	136,235,145
Investment in Forest Park Water, net	40,250,381	41,938,097
Total Utility Plant	180,975,936	178,173,242
Other Assets		
Derivative instrument, rate swap	1,738,201	1,847,332
Assessments receivable (non-current portion)	22,851	10,917
Total Other Assets	1,761,052	1,858,249
Total Assets	226,498,720	228,538,196
Deferred Outflows of Resources		
Deferred Charge on Refunding	792,995	995,461
Liabilities		
Current Liabilities		
Accounts payable	549,094	1,274,816
Main extension deposits	1,959,500	1,290,804
Other	769,656	827,076
Current liabilities payable from restricted assets:		
Accrued interest on bonds	408,282	422,555
Current portion of bonds payable	4,985,000	4,725,000
Total Current Liabilities	8,671,532	8,540,251
Non-Current Liabilities		
Long-term debt - bonds payable	53,955,000	58,940,000
Unamortized bond premium, net	3,734,386	4,030,439
Total Non-Current Liabilities	57,689,386	62,970,439
Total Liabilities	66,360,918	71,510,690
Deferred Inflows of Resources		
Accumulated increase in fair value of hedging derivative	1,738,201	1,847,332
Deferred pension credit	165,357	315,670
Total Deferred Inflows of Resources	1,903,558	2,163,002
Net Position		
Net investment in capital assets	132,919,713	125,298,433
Unrestricted assets	26,107,526	30,561,532
Total Net Position	\$159,027,239	\$155,859,965

NORTH PENN WATER AUTHORITY

STATEMENTS OF REVENUE, EXPENSES AND CHANGES IN NET POSITION

Years Ended December 31, 2020 and 2019

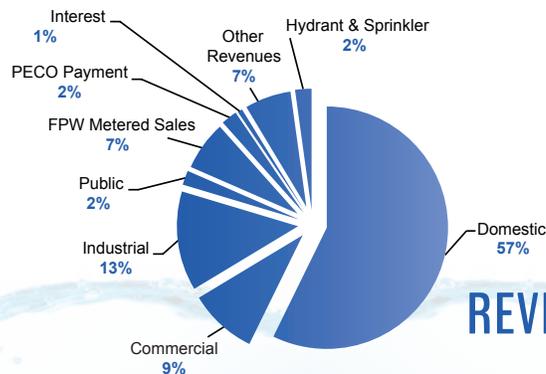
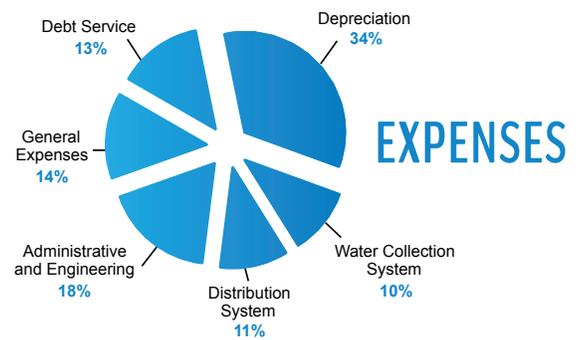
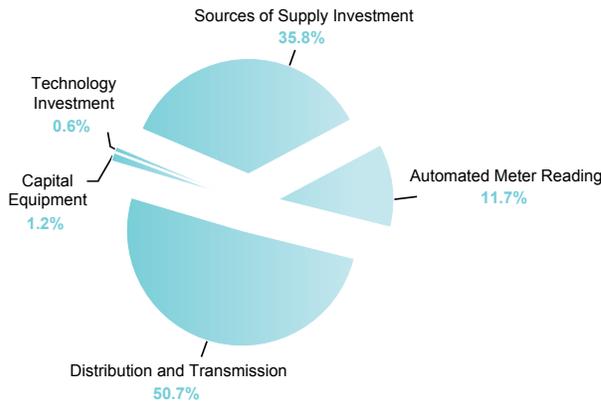
	2020	2019
Operating Revenues		
Metered sales	\$19,579,948	\$18,724,786
Unmetered sales	558,793	545,912
Other revenues	48,288	47,932
Total Operating Revenues	20,187,029	19,318,630
Operating Expenses		
Water collection system	2,189,063	2,154,853
Purification system	87,822	75,948
Laboratory costs	444,401	428,441
Pumping system	591,843	634,056
Metering and customer service	1,040,519	489,748
Distribution system	1,094,973	1,040,762
Landscape maintenance	33,075	28,220
Administration and engineering	2,607,329	2,383,125
General expenses	2,846,462	2,734,196
Total Operating Expenses	10,935,487	9,969,349
Operating Income	9,251,542	9,349,281
Non-operating Income	3,705,103	3,533,240
Income Before Debt Service Costs and Depreciation and Amortization	12,956,645	12,882,521
Debt Service Costs		
Interest on bonds	3,086,955	3,238,607
Bond issuance costs	-	242,679
Amortization of bond discount and premium	(296,053)	(296,053)
Total Debt Service Costs	2,790,902	3,185,233
Income Exclusive of Depreciation and Amortization	10,165,743	9,697,288
Depreciation and Amortization		
Property, plant and equipment	4,766,175	4,775,581
Forest Park Water	2,232,294	2,030,300
Total Depreciation and Amortization	6,998,469	6,805,881
Change in Net Position	3,167,274	2,891,407
Net Position, Beginning of Year	155,859,965	152,968,558
Net Position, End of Year	\$159,027,239	\$155,859,965

YEAR-END CUSTOMER COUNT

NUMBER OF ACTIVE CUSTOMERS BY MUNICIPALITY AND ACCOUNT CLASSIFICATION

Municipality	DOMESTIC	COMMERCIAL	INDUSTRIAL	PUBLIC	UTILITY	TOTAL
Franconia Township	3,320	77	40	31	0	3,468
Hatfield Borough	925	60	16	7	0	1,008
Hatfield Township	4,366	462	143	26	0	4,997
Hilltown Township	120	90	6	3	2	221
Lansdale Borough	5,174	399	65	41	0	5,679
Lower Salford Township	3,628	133	37	35	1	3,834
Montgomery Township	61	5	0	1	0	67
New Britain Borough	217	39	0	7	0	263
New Britain Township	952	37	13	11	1	1,014
Perkasie Borough	7	0	0	0	0	7
Salford Township	213	2	0	2	0	217
Sellersville Borough	1,818	57	4	14	0	1,893
Skippack Township	3,164	69	9	28	3	3,273
Souderton Borough	2,189	159	5	14	0	2,367
Telford Borough	1	0	0	0	1	2
Towamencin Township	4,847	168	42	52	0	5,109
Upper Gwynedd Township	270	9	0	4	0	283
Upper Salford Township	2	17	0	0	0	19
West Rockhill Township	116	30	0	6	0	152
Worcester Township	1,374	33	3	13	1	1,424
Total	32,764	1,846	383	295	9	35,297

CAPITAL EXPENDITURES



TOTAL FOOTAGE IN SYSTEM BY SIZE (FEET)

Township	2'	3'	4'	6'	8'	10'	12'	16'	18'	20'	24'	30'	36'	TOTAL
Chalfont Borough	6	0	0	60	310	0	51	3,387	0	0	10	2,069	3,841	9,734
Franconia Township	343	0	2,298	23,511	209,147	28	80,842	15,924	0	0	11,875	0	0	343,968
Hatfield Borough	143	0	555	15,558	36,696	115	1,669	4,418	0	0	236	0	0	59,390
Hatfield Township	2,854	0	3,882	84,509	228,936	2,951	86,352	56,807	0	60	28,913	0	0	495,264
Hilltown Township	974	0	133	2,817	22,049	0	14,533	16,447	0	0	518	0	0	57,471
Lansdale Borough	1,159	0	24,869	73,758	140,946	0	31,430	14,924	0	0	284	0	0	287,370
Lower Salford Township	1,433	0	2,176	31,401	246,770	0	91,008	48,949	0	0	0	0	0	421,737
Montgomery Township	0	0	7	530	2,605	0	129	0	0	0	0	0	0	3,271
New Britain Borough	59	0	739	6,902	16,080	0	702	0	0	0	189	0	0	24,671
New Britain Township	188	0	663	18,218	38,755	5,217	14,251	22,518	0	38	4,572	17,278	0	121,698
Perkasie Borough	0	0	0	510	0	0	0	0	0	0	0	0	0	510
Salford Township	115	0	7	958	7,578	0	14,334	0	0	0	0	0	0	22,992
Sellersville Borough	624	0	5,201	18,203	53,342	2,474	13,061	419	0	0	0	0	0	93,324
Skippack Township	459	0	1,514	26,583	153,113	5	92,625	35,584	0	0	17	0	0	309,900
Souderton Borough	957	0	15,455	19,081	61,027	0	15,157	858	0	0	0	0	0	112,535
Towamencin Township	1,963	0	14,898	75,523	243,637	1,092	76,449	29,291	0	0	214	0	0	443,067
Upper Gwynedd Township	34	0	617	5,217	17,585	0	9,378	53	0	0	0	0	76	32,960
Upper Salford Township	0	0	0	105	1,303	0	2,311	0	0	0	0	0	0	3,719
West Rockhill Township	19	80	883	3,647	16,972	2,259	1,460	1	570	0	0	0	0	25,891
Worcester Township	344	0	1,549	13,831	130,913	0	52,235	25,392	0	0	0	0	0	224,264
Total	11,674	80	75,446	420,922	1,627,764	14,141	597,977	274,972	570	98	46,828	19,347	3,917	3,093,736

As of December 31, 2020, total length in the NPWA system is 585.93 miles.

GROWTH STATISTICS

	2019	2020	% Change
Water Purchased from Forest Park [MGD]	9.26	9.29	0.35%
Daily Pumpage Authority Wells [MGD]	1.18	1.24	5.25%
Average Daily Sendout [MGD]	10.44	10.53	0.90%
Peak Day Sendout [MGD]	12.49	13.77	10.22%
Number of Wells****	15	15	0.00%
Pumping Capacity Wells [MGD] ***	3.94	3.94	0.00%
Purchased Capacity [MGD]*****	17.50	17.50	0.00%
Average Daily Sales [MGD]	8.96	9.16	2.23%
Number of Customers*	35,046	35,297	0.72%
Storage Totals [MG]	16.60	15.85	-4.52%
Number of Fire Hydrants	3,692	3,733	1.11%
Miles of Main	583	585.93	0.50%
Metered Ratio**	85.82%	86.96%	1.32%

* Number of Customers is the number of service connections

** 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

NPWA EMPLOYEES

AS OF DECEMBER 31, 2020

Executive Director

Anthony J. Bellitto, Jr., P.E.

Chief Financial Officer

Ami L. Tarburton

Chief Administrative Officer

Maryann M. Regan

Chief Information Officer

Daniel P. Pearce

Director of Operations and Engineering

Daniel C. Preston, P.E.

Administration

Michelle E. Niderostek

Helene J. Dunn – PT

Communications

Lindsay J. Hughes

Shana Constanzer – PT

Customer Service

William D. Kasper, Customer

Service Manager*

Kimberly Okonieski, Supervisor

Alicia K. Vona

Amber M. Gawronski

Amy J. Payer

Christina Casilla

Engineering

Michael K. Shea

Karen S. Sullivan*

Equipment Maintenance

John W. Boyce

Financial

Lorraine E. Girone, Supervisor

Joanne Reube

Leah T. Hartzel

Information Technology

Henry Virkler

Mark J. Wensel

Maggie L. Witmer

Meter

Steven J. Reber, Supervisor*

David L. Galluppi*

Jeffrey D. Hagan

Thomas J. Hughes, Jr.

Timothy Orr

David Wetzel

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*

William H. Wooler*

Harold M. Wesner, Jr.*

Daniel M. Beiler*

Robert Averitt*

James Fessler

Bryan S. Reimel, Crew Leader*

John L. Dickinson, III*

Angelo V. Cosentino*

Brandon Mininger*

Zachery Harwanko

Systems Control

Michael J. Bush, Chief Operator*

James C. Lengel*

Erwin G. Hunsberger*

Kevin Buschmann

Water Quality

Heidi L. Palmer, Water Quality Manager

Bruce W. Sandstrom

Katherine H. Schulze

* **Certified Water Works Operator**
PT – Part-time

MANAGEMENT TEAM - 2021



(Top Row - left to right)

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

Ami L. Tarburton, Chief Financial Officer

Maryann M. Regan, Chief Administrative Officer

Daniel P. Pearce, Chief Information Officer



(Bottom Row - left to right)

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

Christopher J. Norris, Customer Service Manager

Jonathan C. Hartzell, Operations Manager

Heidi L. Palmer, Water Quality Manager



NPWA NORTH PENN
WATER AUTHORITY





55

YEARS OF SERVING

**OUR COMMUNITY
1965**

A dedicated, professional workforce committed to providing the community 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

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