



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 total charges by a modest 3% for the average customer, effective January 1, 2025. The new usage rate is \$4.29 per 100 cubic feet, which is the same as \$5.73 per 1,000 gallons. The fixed quarterly service charge for the standard domestic meter will remain the same at \$15.18. As a result, the average residential customer will pay annually only about \$10 more this year in total, as compared to last year.

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 \$404 per year for water, which is the equivalent of approximately \$1.10 per day for an entire household's daily water supply. For a household of 3 people, that's only about 37 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 the highest quality public water available. 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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npwa.org
"WATER CURRENTS"

NPWA accepts Discover, MasterCard, VISA, Amex, Google Pay, Apple Pay, PayPal, and Venmo. NPWA customers who pay their bill with a credit or debit card, Google and Apple Pay, or PayPal and Venmo, will be charged a \$1.00 service fee per transaction, with a maximum transaction cap of \$1,000. There will be no fee or transaction cap for paying by check, ACH, or E-check.

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 - 2025 Volume 26/No. 1

NPWA TOPICS:

WATER BREAK

TOYS FOR TOTS

WATER NEWS


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- Save The Date
- Instagram Announcement
- Comprehensive Master Plan

TOYS FOR TOTS

For the 25th year, North Penn Water Authority employees, customers, local businesses and organizations, and residents of Harrington Village Community, donated to the Toys for Tots Program sponsored by the U.S. Marine Corps. Once again, the generosity shown that fills our lobby each year demonstrates the true spirit of Christmas in our community and benefits many children in need. We thank you for your overwhelming support.



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 repair bills, we suggest:

- 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 so all members of the household will know which is the master valve.

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:

- Local newspapers
- Message portion of your water bill
- Our Website: 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.



WATER NEWS *Save The Date!*

We are planning a special 60th Anniversary celebration open house at our Operations Center on Thursday, September 18, 2025, with a rain date planned for September 19. Plan to join us in the afternoon for a fun, free, community event, including food, games, and demonstrations.



WATER NEWS *Instagram Announcement*

We are thrilled to announce the launch of our official Instagram page, in celebration of 60 years of service and commitment to providing safe, reliable, and economical water to the community.

Simply scan the QR code and give us a follow to stay connected on the latest NPWA happenings, news, events, and more! See you on the ‘gram!



WATER NEWS *Comprehensive Master Plan*

North Penn Water Authority (NPWA) has been working diligently over the past two years to complete a Comprehensive Master Plan. This serves as a planning guide and establishes the Authority’s strategic approach to continuing to deliver reliable, high-quality water service through 2050, addressing future demands, regulatory requirements, and infrastructure improvements. The Master Plan provides a road map for prioritizing capital improvements and operational enhancements to support growth in our service area and ensure compliance with evolving water quality regulations. The focus of the Plan includes ensuring water supply security, distribution system reliability and redundancy, and targeted program improvements that align capital projects with the Authority’s level of service goals.

For this Master Plan, four key drivers were identified: Water Quality and Regulations, Water Demand, Asset Condition, and Water Supply. A highlight is the hydraulic computer model, which simulates actual system performance, that is utilized as a tool to evaluate existing and future system conditions. The plan provides recommendations for NPWA’s future including new water quality standards, additional sources of supply, transmission mains, and tank storage as well as updates to our current water main replacement program. Planning for the future continues to be an important focus of our efforts, which will benefit all our customers of today and tomorrow.