

Memorandum

To: Our New Warrington Water Customers
From: Robert C. Bender, NWWA Executive Director
Date: August 7, 2019

Re: Tentative Schedule for Implementation of NWWA Services.

Again, Welcome to the NWWA water system.

It has been quite busy lately as we prepare to meet many new customers and open our new Bucks County Office. We are looking forward to getting all of your water meters read during our first few days of operations - so that we can quickly implement our reduced water rates. (*\$7.16 per thousand gallons - down to \$3.60 per thousand gallons*)

As we commence operations, you will be seeing some familiar faces. We are pleased to announce that we have made arrangements to hire former Warrington Water System Operation employees; Rick Zeitler, Al Tuttle, George Ludwig, Scott Larson, and last but not least; Nick Gallagher. We still have a few more interviews to complete, and we might even add another familiar face or two!

As we get ready to commence our operations in October, we are preparing our schedule, which is still subject to adjustment, but currently is as follows:

1. **October 1:** NWWA commences full-time operations of the Warrington Water system.
2. **October 1 – 3:** NWWA reads all Warrington retail and commercial water meters.
(Any non-reads will require a followup visit by a technician)

(This will be your final Warrington Twp reading and our initial customer meter reading).

Warrington Township will bill you directly for all water and other charges up to this point.

After our initial meter reading “blitz” of October 1-3, we will divide the township into 3 meter reading zones, to be used with all future meter readings and billing cycles. This allows us to provide accurate readings and enhanced customer service. It is a time tested process we use throughout our service area. We will be driving through the township to finalize the most efficient zones in the next few weeks - and we will publicize the final map.

Our tentative meter reading and billing schedule will be as follows:

3. December 21: First NWWA meter reading for 1st cycle customers (1/3 of total), plus commercial
4. **December 21:** **1st cycle bills sent. (Due 1/15/2020)**
5. January 21, 2020: First NWWA meter readings for 2nd cycle customers (1/3 of total), plus all commercial
6. **January 21, 2020:** **2nd cycle bills sent (Due 2/15/2020)**
7. February 21, 2020: First NWWA meter readings for 3rd cycle customers (1/3 of total), plus all commercial
8. **February 21, 2020:** **3rd cycle bills sent. (Due 3/15/2020)**

The above dates may need to be adjusted as we get closer to implementation. Also, note that all residential billings will thereafter be scheduled for recurring 90-day cycles. *Non-residential accounts will continue to be billed monthly, after the initial billing cycle.*

Check our website at www.nwwater.com for information about your bill payment options.