

Your Meter

What can I do to conserve water?

Lots of things. For more tips, please call our office or visit our Web Site.

- Shut the water off when brushing your teeth and shaving.
- Install low flush commodes and aerators on your faucets.
- Fix small leaks in your bathroom toilet as soon as you find them.



How do I test to see if my toilet is leaking?

- Simply follow the steps below. We'll provide you with dye tablets or you can just use regular food coloring. (Call our office or visit our Web Site).



- Do not use with automatic bowl cleaning devices.
1. Place a few drops of food coloring in your toilet tank.
  2. DO NOT FLUSH.
  3. Wait 5 minutes.
  4. If dye appears in your toilet bowl, you have a leak. Consult your local hardware store or a plumber.

Where is my emergency water shut-off located?

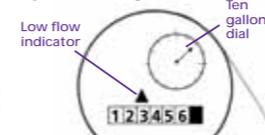
In the event of a water emergency in your home, everyone in your household should know where the master water shut-off valve is located. Usually, it is next to or near your water meter. To receive a FREE ID tag that you can hang on your valve, call our office or visit our Web Site.



Where is my water meter?

Your meter is located at the point where the water pipe comes through the foundation. Usually it's either in your home's basement or utility room. If you can't find it, please call our office for assistance. And, remember - make sure it's accessible.

Low flow indicator will move when small amounts of water pass through the meter. It will assist you in detecting leaks.



There are dial wheels with numbers, the first space is stationary and always zero. Moving to the left is a space for tens of gallons, then hundreds, thousands, ten thousands, hundred thousands, and then millions.



What is Automatic Meter Reading (AMR) and how does it work?

AMR is a technologically advanced system that allows us to read your meter without having to set foot on your property. Here's how. A NWWA vehicle with a radio transmitter drives past your house and sends out a special radio signal to a meter transceiver unit located on the outside of your home. This unit then radios back your meter reading to the computer inside our vehicle. The data is stored on a computer diskette and is later transferred to our computer billing system.



Additional Services

What is the Lateral Maintenance Program?

It's not as complicated as it sounds. It might surprise you to know that the pipe that carries water from your curb to your house is on your property and is actually owned by you. Unfortunately, if something would happen to that line, (a leak or break, etc.) it would be your responsibility to repair it.

Under the Lateral Maintenance program if anything happens to your service line, we'll take care of it at no additional cost to you. It basically offers protection against the possibility of costly repair bills and covers any service line damages from the curb stop to the outside wall of your home or building.



The charge for this program is minimal:

For Residential-	\$10 per year
For Commercial 3/4" and 1" connections-	\$18 per year
For Commercial 1 1/2" and 2" connections-	\$30 per year

For more details and/or to sign-up for the Lateral Maintenance Program, call our office for an application or visit our Web Site.

Additional Services

Do you have a Web Site?

Yes. It's [www.nwwater.com](http://www.nwwater.com)



It provides information on water quality, is a great communications tool and provides information for our customers like . . .

- How your water is treated.
- A complete list of our services.
- Tips on how you can conserve water, our most precious resource.
- Community Services Events schedule, such as where we'll be in the community (schools, etc.).
- Schedule of open house tours at our Forest Park Water Treatment Facility.

If you have any questions you can E-mail us at [wizard@nwwater.com](mailto:wizard@nwwater.com) and ask the "Water Wizard." Visit our Web Site today to learn more.

What is Water Rings?



Water Rings is our customer newsletter that is sent out quarterly along with your water bill. It only takes 5 minutes to read and will provide you with important information about your water service. "Your Questions Answered" is a featured section for customer questions.

Customer Services

When are you open?

Our normal office hours are:  
Monday - Thursday 8:00 AM - 5:30 PM  
Friday - 8:00 AM - 4:00 PM

What if I have a problem after hours?

In the event of an emergency, please call 215-699-4836. If your emergency is during non-business hours, our on-call staff is available 24 hours a day to respond to your needs.

Do your service personnel have identification?

Yes. And, it's always appropriate to ask to see it.

How do I apply for new service?

Simply call our office and our customer service representatives will process your request. We'll need your name, address, settlement date and your title company. And, there's a one time, new account fee of \$25 that is applied to your first bill.

How do I stop service when I move?

Please call our office and tell the customer service representative your name, customer account number, settlement date, title company and both your old and new address.

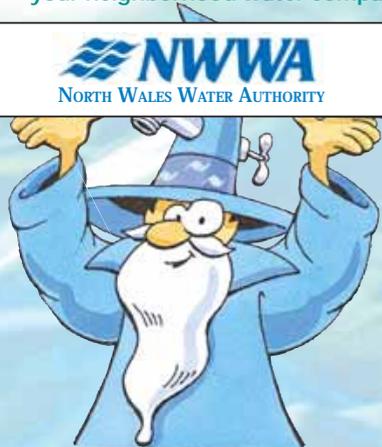
What is Community Out-Reach?

We offer tours of our Forest Park Water Treatment Facility as well as provide speakers for our local schools and civic organizations. We are proud to be a member of the communities we serve.



About NWWA

We're NWWA, your neighborhood water company!



Hello, I'm the NWWA Water Wizard.<sup>SM</sup>

Bringing you a quality water product is our number one goal, however there's often a lot of questions about your water, our services, billings and much more. I'm here to answer all your questions, so let's get going. If you would like more information, please call us at 215-699-4836 or visit our Web Site at [www.nwwater.com](http://www.nwwater.com).

As always, we look forward to servicing you. Please keep this brochure as a handy reference guide.

## Rates Customer Charges

### What is the quarterly base fee?

This is a fee charged every quarter based on the size of your meter.

Size of Meter	Per Quarter	Per Month
3/4 inch	\$12.00	\$4.00
1 inch	\$20.00	\$6.67
1-1/2 inch	\$60.00	\$20.00
2 inch	\$96.00	\$32.00
3 inch	\$216.00	\$72.00
4 inch	\$312.00	\$104.00
6 inch	\$576.00	\$192.00
8 inch	\$828.00	\$276.00

### What are the Commodity Charges?

This is your water usage. The amount charged for every 1,000 gallons you use.

Residential	\$3.60	Industrial	\$3.50
Commercial	\$3.50	Public	\$3.40

### What is the Summer Conservation Charge?

This charge, sometimes referred to as the excess use charge, is designed to promote conservation. It is only activated during the peak outdoor water usage months of April through October. It is calculated by averaging the number of gallons from your two winter quarter bills, then adding 40% or 12,000 gallons, whichever is greater. Once you have exceeded this summer allowance, a service charge of \$1.60 per 1,000 gallons is added to your bill for every 1,000 gallons you are over the allowance.

### What are the Private Fire Protection charges?

These are mostly for special sprinkler systems in apartments and industrial accounts. The fee is billed quarterly by the size of the line.

1-1/2 inch line	\$21.00
2 inch line	\$30.00
4 inch line	\$83.75
6 inch line	\$162.50
8 inch line	\$256.25
10 inch line	\$366.26
12 inch line	\$492.50

**NORTH WALES WATER AUTHORITY**  
200 West Walnut Street, North Wales, PA 19454-0339  
215-699-4836 • Fax 215-699-8037  
E-mail: wizzard@nwwater.com • www.nwwater.com

## Your Water Bill

**PLEASE RETURN THIS PORTION WITH CHECK PAYABLE TO NWWA**

**1** Address and Telephone Number of NWWA  
**2** Your Account Number  
**3** Total Amount Due  
**4** Your Mailing Address  
**5** Due Date  
**6** Invoice Date  
**7** Invoice Number  
**8** Amount to be Paid After Due Date  
**9** Check here for comments and/or address change  
**10** Previous Balance  
**11** Date and Amount of Last Payment Received  
**12** Balance Forward  
**13** Current Charges  
**14** Service Address  
**15** Current Date and Reading in thousands of gallons  
**16** Previous Date and Reading in thousands of gallons  
**17** Number of days bill consists of and usage in thousands of gallons  
**18** Conservation Allowance in thousands of gallons  
**19** Excess in thousands of gallons  
**20** The Bar Graph represents your water usage over thirteen periods. The letters beneath the graph represent the first letter of the month in which the meter was read  
**21** Meter Size and Base Rate  
**22** Current Usage Charge  
**23** "Other" charges will appear in this area  
**24** Total Current Charges  
**25** Total Amount Due: if you are an AutoFlow participant "drafted" will appear in this box, if you have a credit due to you "credit" will appear in this box  
**26** Information for your records  
**27** Specific Information pertaining to your account will appear in this area, if applicable  
**28** Any Special Notices

Customer Account: 00000001  
 Invoice Number: 53719  
 Invoice Date: 11/29/98  
 Due Date: 11/29/98  
 Total Amount Due: \$57.70

WEST WALNUT STREET  
 Water: 1077000  
 Readings: 277000 - 269000 = 80000  
 88 17 100 20000 = 0  
 Base Rate 12.00  
 Current Usage 43.20  
 Meter 2.50  
 Local Line 57.70  
**25 TOTAL AMOUNT DUE: ⇒ 57.70**

**25 TOTAL AMOUNT DUE: ⇒ \*\*DRAFTED\*\***  
**AMOUNT TO BE DRAFTED IS: 57.70**

Customer Account: 00000001  
 Invoice Number: 53719  
 Invoice Date: 11/29/98  
 Due Date: 11/29/98

IF YOU HAVE ANY COMMENTS OR QUESTIONS, WRITE THEM ON THE REVERSE SIDE OR CALL US AT (215) 699-4836

Rates and charges are subject to change.

## Your Water Bill

- Address and Telephone Number of NWWA
- Your Account Number
- Total Amount Due
- Your Mailing Address
- Due Date
- Invoice Date
- Invoice Number
- Amount to be Paid After Due Date
- Check here for comments and/or address change
- Previous Balance
- Date and Amount of Last Payment Received
- Balance Forward
- Current Charges
- Service Address
- Current Date and Reading in thousands of gallons
- Previous Date and Reading in thousands of gallons
- Number of days bill consists of and usage in thousands of gallons
- Conservation Allowance in thousands of gallons
- Excess in thousands of gallons
- The Bar Graph represents your water usage over thirteen periods. The letters beneath the graph represent the first letter of the month in which the meter was read
- Meter Size and Base Rate
- Current Usage Charge
- "Other" charges will appear in this area
- Total Current Charges
- Total Amount Due: if you are an AutoFlow participant "drafted" will appear in this box, if you have a credit due to you "credit" will appear in this box
- Information for your records
- Specific Information pertaining to your account will appear in this area, if applicable
- Any Special Notices

## Payment Options

### What payment options are available?

- Pay by Mail** For your convenience a payment envelope is provided with your billing statement.
- Pay in Person** You may pay during business hours or, after hours, you may drop your payment in the payment slot at our office.
- AutoFlow** The convenient way to pay your water bill.

### What is AutoFlow?

An automatic bank account withdrawal system. It completely eliminates the need to write checks. And it's FREE. Plus, it saves you money on postage and checking account fees. To sign-up for AutoFlow, visit our Web Site or call our office for an application.



### What are these Service Charges on my bill?

A service charge may be applied to your bill for any of the following reasons:

- \$25.00 charge is assessed to all new accounts.
- A service charge of \$40.00 will be assessed for a site visit due to nonpayment.
- A service charge of \$10.00 is assessed for posting a home due to a delinquent account.
- A service charge of \$20.00 will be assessed if your bank returns a check.
- A penalty charge of 5% will be added to payments received after the due date.

## Water Quality



### A step ahead in water quality standards

The North Wales Water Authority is committed to delivering you the finest drinking water available. We provide superior water service to more than 24,000 residential, commercial and industrial accounts in seven municipalities in two counties.

Our extensive water treatment process ensures that the customers of the North Wales Water Authority receive a product that far exceeds both federal and state regulations. Our treatment facility, Forest Park Water, currently exists as one of the most technologically advanced treatment plants in the United States.

North Wales Water Authority in conjunction with the Safe Drinking Water Act, sends out an annual Water Quality Report to all of our customers. We are proud to provide an abundant supply of quality water and outstanding customer service. Questions? Call 215-699-4836.



200 West Walnut Street, North Wales, PA 19454-0339  
215-699-4836 • Fax 215-699-8037  
E-mail: wizzard@nwwater.com • www.nwwater.com

## The Water Wizard<sup>SM</sup> Answers Your Questions

Helpful information about your neighborhood water service from North Wales Water Authority



Pure water, quality service. . .naturally