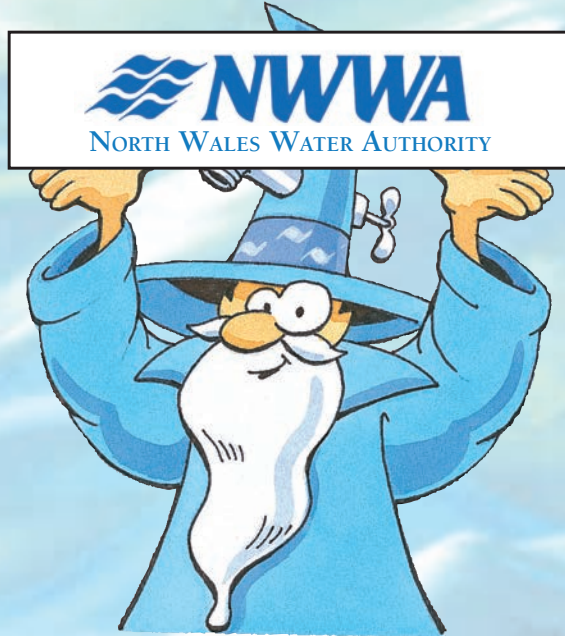


## About NWWA

We're NWWA,  
your neighborhood water company!



### Hello, I'm the NWWA Water Wizard.™

Welcome! We're happy to welcome you as part of the NWWA family. As a new NWWA customer you might have questions about your water, your rates and bill, the services we offer and much more. I'm here to answer all your questions, so let's get going! If you have questions that are not answered here, please call us at 215-699-4836 or visit us online at [www.nwwater.com](http://www.nwwater.com).

*Please keep this brochure as a handy reference guide.*

## Customer Services

### When are you open?

Our normal office hours are:  
Monday - Thursday 8:00 AM - 5:00 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 contact you?

Our office is located at 200 W. Walnut in the borough of North Wales.

Our mailing address is North Wales Water Authority  
P. O. Box 1339  
North Wales, PA 19454-0339

Our phone number is 215-699-4836 and our fax number is 215-699-8037.

You may also reach us by email at [wizard@nwwater.com](mailto:wizard@nwwater.com). Or visit our website at [www.nwwater.com](http://www.nwwater.com) for the answers to many of your questions.

### How do I stop service when I move?

Either call our office or log on to [www.nwwater.com/go/move](http://www.nwwater.com/go/move). We'll need your name, account number and settlement date, as well as your old and new addresses, and the name, address and phone number of your title company.

### What is Community Outreach?

Our knowledgeable staff is available to educate your group about water quality, conservation, water treatment and distribution. We provide speakers for local schools, scout troops, senior citizen groups and civic organizations. In addition, our water tanker provides water at various community days, 5K runs and bike races.



## Additional Services

### Do you have a Web Site?

Yes! It's

[www.nwwater.com](http://www.nwwater.com)

On our website you can:

- Pay your bill or check your account 24 hours a day, 7 days a week!
- Sign up for AutoFlow, our automatic bank account withdrawal program
- Find simple online forms for service requests
- View and request copies of NWWA literature
- Learn more about your water and how to conserve it



Our website also has a special section devoted to kids...check out the Kids Zone for games, activities, and lots of fun, educational stuff!

You may also contact us by email at [wizard@nwwater.com](mailto:wizard@nwwater.com).



### What is Water Rings?

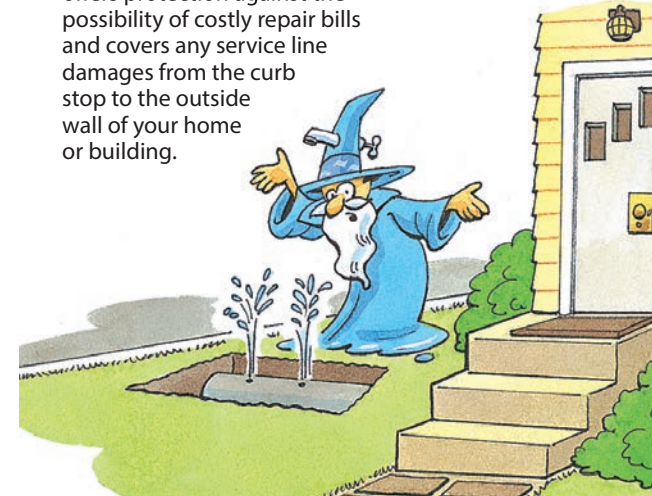
Water Rings is our customer newsletter that is sent out quarterly along with your water bill. It only takes 5 minutes to read and will provide you with important information about your water service. "Q&A" is a featured section for customer questions.

## 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

Customers with meter pits are not eligible for this program.

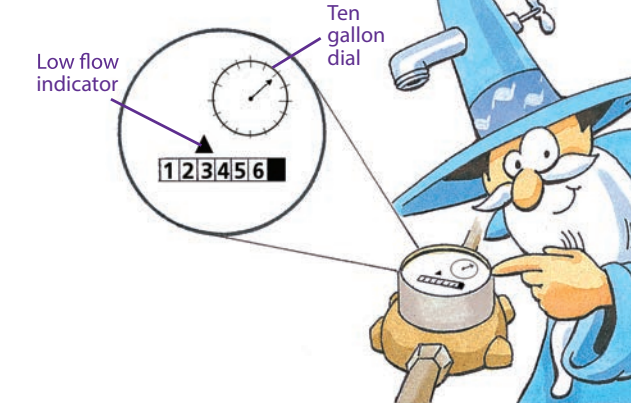
For more details and/or to sign-up for the Lateral Maintenance Program, please refer to the brochure and application contained in this packet or visit our website.

## Your Meter

### 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.



### 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.



## Conservation Tips

### What can I do to conserve water?

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

- 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 these easy steps:

- This test will not work if you use an automatic bowl cleaning device!
  - Wait 5-10 minutes after the last flush to perform the leak test.
  - Remove the tank cover and place a few drops of food coloring in the tank.
  - DO NOT FLUSH.
  - Wait 10-15 minutes.
  - If the food coloring 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 website.



## Rates

### 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. It is 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

PO Box 1339 • 200 West Walnut Street  
North Wales, PA 19454-0339  
215-699-4836 • Fax 215-699-8037  
E-mail: wizard@nwwater.com • www.nwwater.com

## Your Water Bill



**INTRODUCING YOUR NEWLY REDESIGNED WATER BILL**

Your water bill has a new look—one that we hope is easier to read and understand. Check out your new bill and its features below.

Date your bill was generated.

Our office location.

Your new Customer/Account Numbers. The 8-digit number is your Customer Number. The 5-digit number is your Account Number. YOU WILL NEED TO REFER TO BOTH IN ALL TRANSACTIONS.

Area for alerts related to your bill.

Total amount due and due date.

Summary of current charges or services for the address listed.

Details of your water consumption for the billing period.

Area for periodic special messages.

Notice your Customer/Account Numbers are on both the remittance tab and your copy of the bill.

Use the back of the remittance tab to submit comments and/or address changes

Balance owed if paid after due date; includes penalty fee.

Date and amount due for current billing period.

Use the back of the remittance tab to submit comments and/or address changes

## Your Water Bill

## Payment Options

### What payment options are available?

**Pay Online:** Simply go to [www.nwwater.com](http://www.nwwater.com) and click on either of the Online Bill Pay buttons to enroll. It's secure, fast and easy. When registering, sign up for Paperless Billing. The paper bill will be eliminated. Instead you'll receive an email informing you when your bill is ready and the email will contain a link directly to our Online Bill Pay portal.

**Pay by Credit Card:** You may also pay your water bill with your Visa, MasterCard, Discover or debit card either over the telephone, at our office or on-line. You can also schedule automatic credit card payments.

**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:** Have your bank pay your bill automatically.



### 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 website 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 \$30.00 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



FOREST PARK WATER TREATMENT FACILITY

### Leading the Way in Water Quality

Forest Park Water (FPW) is an advanced drinking water treatment facility jointly owned and operated by the North Wales and North Penn Water Authorities. FPW is among the foremost "state-of-the-art" facilities in the United States.

In 2007, the Authorities completed a plant expansion which doubled plant capacity, incorporated advanced membrane filtration into the treatment process, and added an emergency power generation system to keep the plant operating during prolonged power outages. These improvements ensure that for the foreseeable future FPW will continue to provide an adequate supply of high quality water that surpasses increasingly more stringent regulations while also satisfying the rising expectations of our customers.

North Wales Water Authority, in compliance with the Safe Drinking Water Act, sends out an annual Water Quality Report to all of our customers. If you would like a copy, simply visit our website to download it or view it online. Or you may call our office to have a copy mailed to you.



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

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

