



North Wales Water Authority  
PUBLICLY OWNED SINCE 1951

To: NWWA – Warrington Township Customers  
From: Robert C. Bender, NWWA Executive Director  
Date: December 3, 2024

**Re: Social Media Misinformation about our recent Service Line Survey**

Dear Warrington Township Water Customers,

We are responding to several erroneous comments posted on one of the private Warrington Community sites, and brought to our attention. Based on the information provided, the comments were focused on the recent water service line survey we mailed. These erroneous comments have created unnecessary concerns about the water quality in your community – which we hope to rectify now.

Please be assured that the inaccurate information did not come from the NWWA.

The Federal Environmental Protection Agency (EPA) has mandated a nationwide program to help identify and eliminate publicly and privately owned Lead Water Service Lines. The individual states are enforcing this national mandate. In our case, the PaDEP.

Many customers have advised us that the wording on the mailing was a bit confusing, *and we agree*. However, the primary wording used was mandated, and we were not permitted to use alternate language in the main body of the notice.

We were only permitted to *supplement the required language with additional information*, such as providing details about where further information could be found.

Our notice accomplished this by providing our website address and a dedicated telephone number for additional customer information. Over 500 customers took advantage of the special phone line, and many more are visiting our website. The number is: 267-328-4915

**The facts are:**

1. The NWWA water we provide does NOT contain any detectable amount of lead. Our water is constantly tested and meets or exceeds all State and Federal standards. You can view a video explaining our Forest Park Treatment Plant process at [www.nwwater.com](http://www.nwwater.com).
2. The NWWA water mains and distribution system does NOT contain lead pipes.

Reply To:  Main Office: 200 W. Walnut Street, P.O. Box 1339, North Wales, PA 19454 • Phone: 215-699-4836 • [wizard@nwwater.com](mailto:wizard@nwwater.com)  
 Bucks Office: 1560 Easton Road, P.O. Box 1018, Warrington, PA 18976 • Phone: 267-482-6940 • [nwwabucks@nwwater.com](mailto:nwwabucks@nwwater.com)



3. **We are unaware of any lead NWWA-owned service lines leading from the water mains in the street to the valve box near the edge of the road in Warrington Township. If any are identified, we will initiate the appropriate action.** Unlike the situation in Warrington, we believe that there may be a few lead pipes on the utility side of the water service in other municipalities and in older parts of our public water system. Any such lines identified and confirmed will be replaced as part of this project.
4. The EPA-mandated mailing was sent as a survey seeking information on privately owned lead service lines, which typically extend from the NWWA street connection into a home or business.
5. If customers know what their service line is made of, they are asked to identify the materials in reply to the survey.
6. If the customer does not know what material was used by the builder or plumber who installed their portion of the service line, the customer should respond, "*unknown*."
7. It is not mandatory for a customer to reply to the survey, but it is required that we ask.
8. If any customer would like one of our service technicians to schedule a visit to their property to inspect the line coming into the building, please leave a message on the special phone line we have set up at 267-328-4915.  
*Please be patient as we have several hundred calls backlogged, but every call will be handled in the order received.*
9. If a privately owned lead or galvanized service line is confirmed, you will receive details about an NWWA program that will help replace the line.

**Lastly, please rest assured that the water provided by the NWWA meets or exceeds all state and federal water quality and safety standards.**

**Our water quality is regularly confirmed by our daily testing and in the water quality reports we post on our website. It is also evidenced by the many Bucks and Montgomery County municipalities that have turned to the NWWA over the past several years as a source of safe and clean water for their communities.**

We urge all customers to reach out to us for accurate information about the NWWA water supply, and we offer (again) to provide accurate information to any administrators of social media sites *before inaccuracies are published*.

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Robert C. Bender  
Executive Director