

To: Barry Luber, Warrington Township Manager  
From: Bob Bender, NWWA Executive Director  
Date: February 6, 2019

**Re: Clarifications and Confirmations from Public Questions and Comments.**

Dear Mr. Luber,

In an effort to ensure that we share the most accurate and reliable information possible, below I will briefly respond to the questions and comments we noted last evening.

**Q: How will this impact our water rates?**

A: *The water rates will be reduced substantially from the existing \$7.16 per thousand gallons to our rate of \$3.60 per thousand gallons. This will save the average residential customer about \$245.00 dollars per year initially, and more later as the township will need to increase rates.*

**Q: How do we know that rates will not be substantially increased later? Is this a “teaser rate”?**

A: *The NWWA is prepared to enter into a binding contract with the Township providing an initial three-year rate lock, followed by a second three-year rate term, limiting any increase to a maximum of 10%. This means that worst case, residents would pay a maximum of \$3.96 over the next six years. We may not raise rates at all, but even that rate is substantially LOWER than your current water rate of \$7.16. They save every year.*

**Q: Then what happens to the rates?**

A: *We are prepared to include binding provisions and rate protections guaranteeing that the Warrington water customers will never pay a higher rate than we charge to our retail customers throughout our entire system, and the seven other municipalities we serve. Our longstanding policy is to maintain uniform water rates throughout the system, and we are prepared to put that into any contract we sign.*

**Q: What about the Warrington Service Staff?**

A: *We heard loud and clear that your customers like and respect your staff. So do we! As stated last night, it would be foolish for us even to consider taking over the water system without most, if not all of those folks. We are not foolish. As such, we intend to offer all of your water staff full-time employment with us. We will offer them all comparable or slightly higher wages, comparable benefits, credit for prior service as we calculate vacation and other leave. We will also provide them with full participation in our retirement programs and enhanced career path and advancement opportunities.*

**Q: How do we know that Warrington customers will not be “gouged” for system improvements?**

*A: We will include binding terms in any contract we approve guaranteeing that the Warrington customers will never receive a special assessment or other fee for their water service or system repair or maintenance, not applicable and assessed to other customers. For the most part, the only time we have additional charges to our normal water fees are charges to developers or others making new connections to the system, with even those charges being regulated and limited by Pennsylvania Law. Additionally, we have a multi-million dollar capital reserve fund so that any unanticipated expenses will not become a surprising burden on our customers. This applies to both the operating system, and our Forest Park Facility.*

**Q: What is the ability of the NWWA to respond to emergencies in Warrington?**

*A: As we plan to hire all existing staff, and add many of our people to the emergency response team, there certainly will not be a reduction, and most likely an improvement in emergency response. We have a substantially larger staff, now over 50 employees and growing, and we own many repair vehicles, including large excavators, Vac Trucks, and other emergency equipment. In addition, we have over 25 licensed operators of all classifications, with a rotating On-Call Crew, available 24 hours per day.*

**Q: How about water quality?**

*A: The Warrington customers will continue to receive the same high quality and safe water as they receive now from our Forest Park Water Treatment Plant in Chalfont. This facility has continually received both Statewide and National acclaim for being one of the most advanced and properly operated facility in the nation. Our system uses a combination of membrane, ozone, and activated carbon filtration. We add only the minimum chlorine needed to keep the water fresh and clean as it travels through the system. Our water supply has been chosen by Warrington, Warwick, Warminster, and Horsham Townships as an alternative and the best solution to the underground aquifer contamination issue. We are constantly at or near the non-detect level for PFC,s and we are currently adding over \$450,000.00 in new carbon to maintain our record as the best water available anywhere in our region. We regularly test our water for over 100 contaminants and substances, and we have never failed to meet or exceed any state or federal drinking water standards. Addition information about our Forest Park treatment process can be viewed at [www.nwwater.com](http://www.nwwater.com), or at [https://youtu.be/xqD70r\\_rLP4](https://youtu.be/xqD70r_rLP4)*

**Q: How are systems valued and how do we know that we are getting the best price?**

*A: There are various ways to “value” a system. We start with a methodology considering the current age and condition of the system, anticipated future improvements and repairs, the number of existing customers, estimated growth potential, and the total gallons of water sold each day. An additional critical factor is our policy of operating on a non-profit basis with uniform and stable rates in the future. (Unlike the private sector “profiteers” who write big checks and take it all back in future rate hikes. We encourage all interested parties to visit [www.foodandwaterwatch.org](http://www.foodandwaterwatch.org) to learn more about how the “profiteers” treat their customers after acquiring a new system). We will offer a fair and sustainable offer for the system.*