



North Wales Water Authority
PUBLICLY OWNED SINCE 1951

April 8, 2021

Warrington Township
Board of Supervisors
Township Manager
852 Easton Road
Warrington, PA., 18976

Re: NWWA Activities Report

Dear Board Members and Mr. Luber,

In keeping with our pledge to maintain good communications about the operation of our water system facilities within your municipality, below is a summation of our activities during our first full year of operations.

As we are sure you know, 2020 was a challenging year for everyone, including the Authority. Many normal operations were impacted by Covid-19 mandates, including a six-month restriction on many of our normal activities, including limited many non-emergency functions.

Nevertheless, we made great strides as we commence operations, as follows:

1. Transfer of all customer account records.

During the past year, we successfully imported over 7,000 water accounts into our accounting system and we added these customers to the emergency contact mapping system. We also added many new customer accounts to the systems for new homes and resales.

2. Installation of 180 new water meters

We identified over 180 water meters that were either not working or malfunctioning when we assumed operations. All of these meters have now been replaced at no direct cost to the customers.

3. Installation of 2,400 new MXU units

We have completed the replacement or repair to over 2,400 MXU units in order to obtain accurate and timely water meter readings, reducing manual readings and inconvenience to our customers. Again, this was completed at no direct cost to the customers.

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Bucks Office: 1560 Easton Road, P.O. Box 1018, Warrington, PA 18976 • Phone: 267-482-6940 • nwwabucks@nwwater.com



4. Flushing of the water system.

We have now completed the second flushing of many water mains in the Township. The second flushing produced significantly less iron and minerals. This will continue each year to maintain the water quality to our high standards.

5. Exercising system valves

We have now completed an operational check on over 100 street valves. This is an ongoing operation and aids in timely shut down during main breaks and similar emergencies.

6. Operational checks on Fire Hydrants.

We have now completed operational checks on many fire hydrants in the Township, typically when we are completing the flushing operations. We made any needed repairs at that time. This continues annually.

7. Completion of 8-1-1 Mark-Out requests.

We have responded to and provided numerous utility mark outs throughout the township at no direct cost to the residents.

8. Completion of customer service calls.

We have responded to what has likely been over two or even three thousand customer inquiries or service requests. Many were about the system transfers, some confusion about our services versus the BCWSA, and most recently about the rebate credits we recently issued. We received a very high customer satisfaction feedback which we hope to continue.

9. Sought and obtained a MIRIA Grant

As mentioned above, we submitted, and successfully obtained grant funding specifically to provide a direct \$364.90 water account credit to over 7,000 Warrington Customers. This credit was issued to the accounts on March 1, 2021. The NWWA processed this credit at no cost to the customers.

10. Located main breaks and made emergency repairs.

We responded to about 5-6 emergency main breaks or system emergencies, making any necessary repairs or corrections.

11. Upper and Lower Barnes Road Water Main Replacement Project:

A Notice of Intent to Award was issued on March 19, 2021, to Shainline Excavating of Phoenixville, PA in the amount of \$615,935.90. The project consists of the replacement of nearly 4,000 feet of what is estimated to be 50+ year-old cast iron pipes, with a new ductile iron pipe. The Township management and all residents will be notified prior to the start of construction.

12. Wells #3 and #9 – General Construction:

A Notice of Intent to Award was issued on March 19, 2021, to PACT TWO, LLC of Ringoes, NJ in the amount of \$1,881,000.00. The work consists of the general construction portion of a project to install GAC filters at Wells #3 and #9.

13. Wells #3 and #9 – Electrical Construction:

A Notice of Intent to Award was issued on March 19, 2021, to GS Developers, Inc., of Doylestown, PA in the amount of \$454,970.00. The work consists of the electrical construction portion of a project to install GAC filters at Wells #3 and #9.

14. ANG Grant:

The NWWA was able to complete a transfer of the ANG Grant previously held by the Township for PFAS groundwater contamination. NWWA is currently contacting the owners of properties with PFAS above 70 ppt to confirm their willingness to connect to the public water and system and, if agreeable, to abandon their contaminated well. At a minimum, the wells will be disconnected and separated from the potable water supply.

15. H2O Grant:

The NWWA was able to transfer the H2O Grant previously received by the Township and also applied for and received a new H2O Grant. Collectively, these Grants will allow NWWA to fund PFAS filtration for Wells #5, #8, and #11 and to extend public water to residents with PFAS contamination in their private wells. NWWA is reaching out to properties with PFAS contamination at any level to see if they want to connect to the public water and system and abandon their contaminated well.

16. General Hancock Tank – General Construction:

The NWWA awarded a contract to CB&I Storage Tank Solutions, LLC of New Castle, DE, in the amount of \$9,747,660.00 for the construction of a new 4.1 million gallon storage tank in the Authority's Montgomery Pressure Zone. The new tank is scheduled to be in operation in the fall of 2022. This will benefit our Warrington customers by adding additional fire reserve capacity to the overall system, also making it possible to later drain the Shetland Tank for repairs and repainting.

17. General Hancock Tank – Electrical Construction:

NWWA also awarded a contract to MJF Electrical Contracting, Inc. of Morrisville, PA in the amount of \$175,750.00 for the electrical portion of the construction of a new 4.1 million gallon storage tank in the Authority's Montgomery Pressure Zone. The tank is scheduled to be in operation in the fall of 2022.

18. Commencement of Emergency Operations Center

As agreed when we purchased the system, we now have a fully staffed Customer Service Center at 1560 Easton Road, including a drive-through Lane, which has been a great benefit

during our Covid-19 operations. We have also commenced initial office operations of our Emergency Operations Center at 1553 Easton Road, with Land Development approval anticipated this summer, followed by our construction of facilities needed to house system maintenance and emergency equipment. This facility will benefit residents by providing a more rapid and efficient response to service calls.

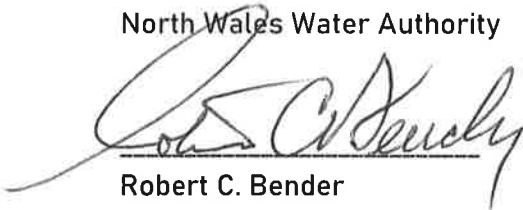
We believe that our initial year of operations was quite successful despite the unanticipated obstacles we faced throughout 2020, as our efforts seem to be appreciated by our customers.

Our communications and relationship with township staff has remained excellent, and every issue we encountered during the transition was quickly discussed and resolved.

We look forward to continued success over the years, and we fully expect to maintain the fine relationship we enjoy with the township officials and staff.

Please do not hesitate to contact me directly if you have any questions or comments.

Sincerely
North Wales Water Authority

A handwritten signature in cursive script, appearing to read "Robert C. Bender", written over a horizontal line.

Robert C. Bender
Executive Director