

2017 Annual Report **Water and Sewer Department**

Background

The Water and Sewer Department (WTWSD) are staffed by 4 Administrative personnel (Director, Administrative Assistant, Water and Sewer Services Coordinator, and Billing Clerk) and 8 Operational personnel (Operations Manager, Lead Operator and 6 Operators). Administrative personnel under the Director of Water/Sewer manage and facilitate a myriad of programs and services including: water /sewer billing; delinquent collections; work orders, certifications, and general customer support to provide effective and efficient administrative services to our customers. Operations personnel operate and maintain infrastructure and equipment to ensure the provision of effective and efficient public water and sanitary sewer services to our customers.

Our Public Water System

Our public water system is partitioned into two districts. The Eastern and Western Districts each consist of roughly half of the Township. Infrastructure includes approximately 1,070 Hydrants, 3,270 Water Main/Hydrant Valves, 130 miles of Water Main, 4 Water Storage Tanks, and 9 Ground Water Wells. The Western District is provided public water purchased from the Forest Park Water Treatment Plant (FPWTP) which is owned and operated by both North Wales Water Authority (NWWA) and North Penn Water Authority (NPWA). The Eastern District was historically served by all 9 Ground Water Wells. As of August 2017, the Eastern District has been served by 100% surface-water purchased from the FPWTP.

Our Public Sanitary Sewer System

Our public sanitary sewer system infrastructure includes 1 Sequencing Batch Reactor (SBR) Wastewater Treatment Plant, 26 Sewage Pumping Stations, 104 miles of Gravity Sanitary Sewer Main, 3 miles of Sanitary Sewer Force Main, and 2851 Manholes. Sewage is sent to a total of 4 Wastewater Treatment Plants; 3 of which are owned and operated by Municipal Authorities we maintain Intergovernmental Service Agreements with. The fourth plant—Tradesville Wastewater Treatment Plant—is owned and operated by Warrington Township.

Water Contamination by the Air National Guard

All nine (9) Ground Water Wells have been shut down as of August, 2017 due to Polyfluoroalkyl Substances (PFAS) contamination by the Horsham Air Guard Station (HAGS). Wells 1, 2 and 6 were taken offline on October 29, 2014 due to observed exceedance of the Environmental Protection Agency's (EPA) Provisional Health Advisory Level (PHAL) and Wells 3 and 9 were taken offline on May 19, 2016 due to observed exceedance of the EPA's new Health Advisory Level (HAL). As wells were taken offline, WTWSD purchased additional water from NWWA at the FPWTP to supplement water that was lost. In December of 2016, WTWSD and NWWA entered into a new Water Supply Agreement (WSA) to purchase enough water from FPWTP to supply the entire Township. The transition to utilizing FPWTP water as our Township's primary source of water took place in August of 2017.

Cooperative Agreement with the Air National Guard

WTWSD entered into a \$5.9 million Cooperative Agreement (CA) with the Air National Guard (ANG) in October of 2015 to fund water purchase, Granular Activated Carbon (GAC) Filtration System design, construction and maintenance, public water connections, and water main extensions. Following the closure of Wells 3 and 9 in May 2016, WTWSD had been in negotiations with the ANG seeking an Amendment to the original CA to cover additional costs incurred due to contamination. We executed such an Amendment with the ANG in October of 2017 for an additional \$7.6 million. In all, we have acquired \$13.5 Million in funding from the ANG towards the remediation of the water contamination situation.

2017 Capital Improvement Projects

2017's ambitious Capital Improvement Project Plan saw the completion of many important projects. WTWSD put priority on designs and construction for projects related to water contamination. WTWSD was able to complete the following Capital Improvement Projects in 2017:

1. Woodlands Water Interconnection SCADA Integration
2. High Grove Manor Water Interconnection
3. County Line Road Water Interconnection (Substantial Completion)
4. Valley Road Water Main Extension
5. Easton Road Water Main Extension
6. Center Avenue Water Main Extension
7. 30+ Public Water Connections
8. 30+ Private Well Abandonments
9. Costner Filtration Project (Substantial Completion)
10. Valley Road Pump Station Upgrade
11. Palomino Sanitary Sewer Rehabilitation (Multi-Phase)
12. Street Road at Oak Avenue Water Main Extension
13. Freedoms Way Water Main Extension
14. Water Storage Tanks Repainting (Roughly 50% Competition)

2017 Accomplishments

- The implementation of the mass notification system (NOTIFY) through our partnership with GeoDecisions has been a huge success.
- Delinquency and collections procedures have improved with the addition of new team members coupled with our partnership with Portnoff Law Associates.
- An aggressive radio-read investigation, repair, and replacement program has seen the resolution of hundreds of estimated billing accounts.
- The restructuring of billing cycles in late 2017 has allowed for more efficient meter reading and billing administration.
- The transition to 100% NWWA water has fulfilled the Board of Supervisors' promise of delivering water with non-detect levels of PFOA/PFOS to our customers.
- The execution of an Amendment to the CA with the ANG in the amount of \$7.6 million bringing total CA funding to \$13.5 million.