

To: All NWWA – Warrington Township Customers  
From: Robert C. Bender, Executive Director  
Date: March 1, 2021

Re: Water Account Credits and System Improvements.

As you may be aware from various sources, the NWWA sought and has now received several significant grants to benefit the NWWA/Warrington water system. The improvements are required due to prior well water contamination, specifically designed as a permanent elimination of contamination in both public and private wells. Many of these improvements are already complete, with some work continuing at this time. We have also arranged for grant funding allowing us to issue a credit to the current water accounts of the NWWA/Warrington customers who paid water surcharges to the township prior to our acquisition of the water system on October 1, 2019.

As some media reports have been confusing, we have provided accurate information on these items below:

Water Contamination:

1. All municipal wells with water contamination issues have been shut down and will remain shut down until such time the contamination issues have been fully remedied, even if that takes years.
2. The public water is absolutely safe to drink and is provided from our award winning Forest Park Water Treatment facility, located in Chalfont. Information about this plant is available on our website.
3. If you still have a PFAS/PFOA contaminated *private* well and wish to learn more about how you may connect to public water at little or even *NO COST*, please call our Warrington Office at 267-482-6940 and ask to speak with either Mark Elser, or Larry Kremsky, who will explain our program.

Water Account Credits:

1. Prior to our acquisition and commencement of operations of the former Warrington Township water system, water rates were as high as \$7.16 per thousand gallons, in part due to surcharges imposed by the township due to their additional costs in dealing with contamination issues. Immediately upon our assumption of operations on October 1, 2019, we eliminated all surcharges and reduced your water rates by about 50% - to only \$3.60 per thousand gallons. That rate has remained in effect. We also commenced seeking grants to help mitigate the prior expenses. We were successful.
2. Today the NWWA commenced the issuance of credits of \$364.90 to each of 7,571 water accounts that were in place prior to our system acquisition and which remain active as of this date, with the credits totaling \$2,762,657.90. This significant credit will not expire and will remain with the account until absorbed by your quarterly consumption. You can check your account balances online at any time, and will receive an account bill/statement each quarter. Should you move before the account credit is fully absorbed, you will be mailed a refund check for any account balance after your final account reconciliation. Please note that this credit is for water only and does not impact your BCWSA sewer bill.
3. If you have any questions about either of these programs, you may contact our customer service representatives at 267-482-6940.

*Robert C. Bender*  
*Executive Director*