



North Wales Water Authority
PUBLICLY OWNED SINCE 1951

Memorandum and Customer Survey

To: NWWA – Durham Village Water Customers
From: Robert C. Bender, Executive Director
Date: April 4th, 2025

Re: Update on PFAS Mitigation and Customer Survey

Dear Durham Village Customers,

In anticipation of the expected reduction in PFAS regulatory limits that will take effect in 2029, the NWWA has engaged in a proactive program of water sampling throughout our water systems, including Durham Village. In reference to the packet of information delivered on March 18th, please find the tasks we have completed for PFAS mitigation specific to Durham Village below:

1. Contacted the PaDEP to confirm all regulations and corrective actions required.
2. Reviewed the situation with our consulting engineers to consider filtration options.
3. Contacted the township manager to advise of our findings and intentions to resolve the problem.
4. Hand delivered a letter to all residents on March 18, 2025, advising of the situation.
5. Authorized our consulting engineers to conduct a property survey of all easements and open space available to us, to determine what land is available near our pump stations so we can design both short-term and long-term filtration options.
6. Prepared a Durham Village Webpage on our Website for public information.
7. Prepared a grant application in the hopes of obtaining a partial grant as the estimated cost of installing a GAC Based PFAS filter system in Durham exceeds 1.5 million dollars.
8. We contacted 3 different companies to determine our options for water coolers and water for our customers. (Now awaiting the 3rd proposal)
9. Contacted additional firms about an alternative to installing an under-sink filter.
10. Now seeking quotations for installation of whole house PFAS filter systems.

What is next?

1. We request all residents to complete and return the attached survey form expressing their preference for temporary water coolers, or filter options.

2. We will continue working with the PaDEP to determine the path of least resistance for a *temporary/emergency* PFAS filter system, pending the installation of a permanent system, which could take up to four years to design, bid, construct and obtain PaDEP approval to operate.
3. We will continue to pursue grant funding with the hopes that sufficient funding will become available to avoid any surcharges to our Durham Village customers, as we believe the PFAS did not come from the NWWA nor the HOA and residents.
4. We will provide continual updates to the township and the Durham Village Webpage at <https://www.nwwater.com/service-area/durham-vilage/>.

Once we have received and reviewed survey responses and all the necessary information about possible home filters, we will be in touch with the next steps.

Thank you,

North Wales Water Authority

Robert C. Bender

Robert C. Bender
Executive Director

C: Joseph Murphy, NWWA Director of Operations
Vanessa Heindel, NWWA Director of Regulatory Compliance
Lara Henderson, NWWA Community Relations Manager
Dana S. Cozza, Esquire Buckingham Township Manager





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DURHAM VILLAGE CUSTOMER SURVEY

Please return this completed form using the enclosed self-addressed envelope.

Customer Name (printed) _____

Street Address: _____

Mailing Address (if different) _____

Email Address for contact _____

Phone Number for contact _____

Instructions: Rank the options below on a scale of 1 to 3, with 1 being your first preference, 2 your second, and 3 your third choice.

Temporary and Interim PFAS Mitigation Solutions:

Option A: Delivery of a water cooler in my home with the delivery of two 5-gallon jugs of water each week.

☒ **Pros:** Fastest implementation.

☒ **Cons:** Limited to drinking water; does not address water used for cooking, washing dishes, or bathing.

Option B: Installation of a PFAS water filter under my kitchen sink, with the homeowner responsible for filter changes.

☒ **Pros:** Provides filtered water for drinking, cooking, and washing dishes; more convenient than water jugs.

☒ **Cons:** Requires installation time; homeowner must maintain and replace filters.

Option C: Installation of a Whole House PFAS filter system by my own plumber, with NWWA providing the filter and reimbursing me via a mutually agreed upon credit to my water bill.

☒ **Pros:** Filters all water entering the home, ensuring filtered water for drinking, bathing, & household use.

☒ **Cons:** Takes the longest to implement; homeowner is responsible for maintenance and filter replacement.

Ranking:

Please rank the options by writing 1, 2, or 3 next to each choice (1 = most preferred, 3 = least preferred):

- **Option A:** ____
- **Option B:** ____
- **Option C:** ____

Thank you for your input! Your feedback will help guide NWWA in selecting the best interim solution for your community.

The undersigned individual(s) prefer the options indicated above

Signature(s)

_____ Date _____

_____ Date _____

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