



North Wales Water Authority
PUBLICLY OWNED SINCE 1951

NOTICE

Customer's Lead and/or Galvanized Service Line Replacement Program

To: North Wales Water Authority Customers

Date: November 1, 2025

Re: Lead and/or Galvanized Service Line Replacement – Potential 50% Contribution

This memorandum is being mailed to your home by the North Wales Water Authority (NWWA) to inform and advise you of a Lead and/or Galvanized Service Line Replacement Program that NWWA is currently in the position to offer.

There are many homes in our community that were constructed prior to 1950. These older homes may have had a privately owned lead or galvanized water service line installed, and still exist, especially if there have been no plumbing upgrades. Based upon prior reports and inspections, we have reason to believe that there may be a handful of buildings within our service area that are still served by lead or galvanized service lines. Service lines that are of these materials are considered a health concern because they can be a source of lead leaching into tap water. Galvanized service lines are also a concern as they corrode over time, are prone to leakage and contribute to discolored water throughout a home. Please see the enclosed informational brochure as provided by the US Environmental Protection Agency.

The PA Department of Environmental Protection has charged us with the duty of being more proactive in identifying and having property owners eventually replace all lead service lines throughout our service area. Lead service lines are generally a dull gray color and are very soft. They can be identified easily by scratching them with a key or coin. If the pipe is made of lead, the area you've scratched will turn a bright silver color. Do not use a knife or other sharp instrument and take care not to puncture a hole in the pipe.

NWWA has taken an active approach concerning galvanized service lines as well. Galvanized service lines are also grey in color however, they react to a strong magnet. A customer's service line extends from their water meter out of the structure to the curb stop.

Due to the health risks associated with having a lead service line and in keeping with responsible stewardship of taxpayer and customer monies, the NWWA is continually evaluating and upgrading both water and sewer mains in the streets, as well as the extensions (laterals) to the limits of NWWA ownership.

In doing so, this will help us in our ongoing efforts to eliminate lead service lines in our community which can be a potential health risk to children and adults alike. It will also enable us to continue supplying your home with a safe and healthy product that exceeds all state and federal water quality requirements.

Reply To: Main Office: 200 W. Walnut Street, P.O. Box 1339, North Wales, PA 19454 • Phone: 215-699-4836 • wizard@nwwater.com
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NWWA has developed an incentive program to encourage property owners to replace the remaining customer owned section of their lead and/or galvanized service line – that is the section of pipe that extends from the water meter to the curb stop (which is the water shut off valve generally located between the curb and the front property line).

The following is a brief SUMMARY of the lead and/or galvanized service line replacement program:

- **Voluntary participation** – although it is surely recommended!
- ***A 50% credit applied up to \$2,500.00 of the cost for the lead and/or galvanized service line replacement*** – For example, if the total cost for the lead service line replacement comes out to \$5,000.00, NWWA will pay for half of the cost at \$2,500.00. The 50% credit is capped at \$2,500.00.
- Two payment options for your consideration: 1- prepay the full amount of the lead service line replacement OR 2- Pay the Authority back as part of your sewer and water bill over a 5 year payment plan with a very low interest rate of 2%. A formal agreement prepared by the NWWA must be signed to participate in the financing plan.

Should you have any questions or concerns as you consider this important matter, please contact any of the authority staff below:

Joe Murphy, Director of Operations jmurphy@nwwater.com 215-699-4836 ext. 1115

Vanessa Heindel, Director of Water Quality vheindel@nwwater.com 267-482-6940 ext. 1515

--We look forward to your participation and thank you in advance for your cooperation and attention to this very important issue.

Very truly yours,

Vanessa Heindel
North Wales Water Authority
Director of Water Quality
267-482-6940 ext. 1515

