

INTRODUCING NWWA'S PUBLIC NOTIFICATION PROGRAM



The North Wales Water Authority is beginning implementation of a new customer communication system. This high-speed mass communication system will enable us to quickly and efficiently share important water-related information with our customers.

For this system to be successful, we need your participation. Enclosed is a form for you to complete with your preferred contact information. For the preferred phone number, please choose the one that will enable us to reach you most quickly. A self-addressed envelope has been included for your convenience. You may also submit this information to wizard@nwwater.com or by calling our office at 215-699-4836.

The following questions and answers will provide you with more information:

Why are you implementing this system?

Under the Safe Drinking Water Act we are required to notify our customers in the event of emergencies related to their water service. Until just recently we have been required to communicate through radio and/or television or by way of signs posted in the affected area. In May 2009, Pennsylvania's Department of Environmental Protection strengthened these requirements, requiring more direct and personal communication with our customers in the event of an emergency.

Why should I want to participate?

There are times when water service to your home or business might be interrupted or otherwise affected. This might be due to some kind of emergency situation, a main break in the area, hydrant flushing or service-related construction work. Participating in this program means that you will be notified quickly, within a very short time of the occurrence. Having this information allows you to make other arrangements, take a detour, or make other proactive decisions.

How will the new system work?

You will receive a recorded message at the phone number you provide. If you have caller ID, the number that will appear is 877-699-2420 and the name will be North Wales Water Authority. If you have any problem hearing the message, you may also call that number to hear the recorded message again.

How often will you contact me?

We will only contact you as critical situations require. We will not contact you with non-essential information.

Will you share my information?

No, the number you provide will not be shared with any other organization.

What happens if I don't participate?

If you choose not to provide us with your preferred contact number, you may miss out on potentially critical information about your water service.