

Newport Borough Water Authority Update - June 2016

Since 1955, the Newport Borough Water Authority (NBWA) has provided water for the Newport region. NBWA is ahead of many municipalities in the replacement of old water lines in our system. In addition, our new River Filtration Plant, located on North Front Street, is now permitted for operation and will soon be producing water for the community. Operations Manager, Dean Miller, has led our water operators, Rich Radle and Justin McNaughton in incorporating this facility into our water system. The newly installed SCADA system electronically connects the River Filtration Plant to the Howe Township Treatment Plant. The Oliver Township Treatment Plant will be connected this year. All of this means immediate and accurate data will be available to our plant operators and better service for our customers.

Fees have remained unchanged for the past 10 years, with the last rate increase being made in September 2006. In response to the rising cost of operations, equipment and supplies, it will be necessary for NBWA to adjust fees for water service. The NBWA Board has resisted this fee increase over the past several years until the completion of the River Filtration Plant. This was a difficult decision for the NBWA Board that is made up of community members who are also water customers.

A chart outlining the changes to your bill appears on the [back of this letter](#).

New Billing System – Monthly Billing Will Replace Your Quarterly Bill

Effective July 1, 2016, NBWA will begin monthly billing. This practice will fall in line with other utilities who bill monthly to help customers in budgeting their finances. Bills will be sent out on the 1st of each month and will be due on the 28th of each month.

The first monthly bill (with minimum water payment \$32.94) will be sent out on July 1, 2016. This will be an estimated bill based on water usage from the previous quarter. It will be due on July 28, 2016.

The last quarterly bill will also be sent out on July 1, 2016. It will be due on August 15, 2016. In order to ease this transition for our customers, penalties for this bill will not be charged until September 30, 2016.

Online Bill Pay Update

Online bill pay is a quick, easy and convenient way to pay. There is no charge to use this system and online bill pay is available at www.newportwater.com. Scroll down to “Pay Your Bill” to make your payment.

Email Billing Available

You can now receive your water bill by email. Please email the NBWA office at customerservice@newportwater.com or call 567-6373 to sign up for convenient email billing.

Customer Accounts Survey

A survey of all customer accounts will begin in July, 2016 to ensure that we have the most up-to-date contact information for each account.

Board Vacancy

We currently have a vacancy on the NBWA Board. If you are interested, please contact any board member for more information or submit a letter of interest to Newport Borough Council.

Thank you for your continued patronage and support for NBWA. Please bear with us as we settle into these new changes to serve you better.

NBWA Board

Penny Frownfelter, Chair

Harry Fahnestock, Vice-Chair

Jerry Robinson, Treasurer

John McNaughton, Secretary

NBWA Service Chart

Line Size	Current Quarterly Rate For 6,000 gallons	July 2016 Monthly Rate*	Monthly Increase
¾"	\$73.80	\$32.94	\$8.33
¾" (Vacant for more than 3 months)	\$36.90	\$16.47	\$4.17
1"	\$166.00	\$65.34	\$10.00
1 ½"	\$357.00	\$129.00	\$10.00
2"	\$543.00	\$191.00	\$10.00
3"	\$1087.00	\$372.34	\$10.00
4" Fire	\$256.80	\$95.60	\$10.00
6" Fire	\$578.87	\$202.96	\$10.00
Fire Hydrant	\$75.00	\$28.34	\$3.33

* This column indicates the base rate for your monthly bill beginning with July 2016.