



The Source

BCWSA Launches New Website

Recently the BCWSA launched a new Website geared to providing customers easy access to important information. The Website includes the standard information provided in the past, such as online bill pay and water saving tips, along with the history of the Authority and our leadership team. In addition, the site now incorporates information on our business partners, the SafeGuard Program™, and board minutes, as well as other customer communication, bringing to life BCWSA's **PROVEN** track record.

The new Website launch is part of a recently introduced brand campaign built on BCWSA's heritage of proven and consistent service, and BCWSA's mission to protect the environment. As part of the ongoing brand campaign BCWSA also updated the logo and company materials. In addition, BCWSA's colorful company trucks now feature signature watercolor and photo graphics highlighting different real life scenarios. The brand campaign was built and implemented over the past several years, and reflects how integral BCWSA is to customers' daily lives.

"We are pleased with the look and ease of use of our new Website, and believe that the fresh graphics and customer-friendly style reflect our personality," said Benjamin Jones, BCWSA CEO. "All about today and energizing the dreams of tomorrow, the **PROVEN** campaign is a public celebration of our customers' ongoing trust." ♦

BCWSA Receives Recognition from U.S. Department of Energy

In May, the U.S. Department of Energy (DOE) recognized BCWSA as one of the first water utilities in the nation to join DOE's Better Plants Challenge. Benjamin Jones, BCWSA's CEO, accepted the award at a White House ceremony. BCWSA joins eight other water utilities in the United States that have committed to reducing their energy intensity by 25 percent in 10 years. "We are honored to receive this recognition," said Jones. "Our commitment to reducing our energy intensity continues to move forward towards our goal through our investments in new water supply, updated pumping equipment, and numerous energy saving ideas from our dedicated staff." BCWSA's effort in energy efficiency measures has resulted in a 15% reduction in electrical usage since 2012.

In addition, Jones met with the White House Office of Management and Budget (OMB) staff as a representative of National American Water Works Association to discuss the allocation of existing Federal funding for infrastructure money – which is currently allocated mostly to road projects – to the Water and Sewer sector. Additional Federal funding would be used specifically to assist smaller authorities in financing energy efficiency projects with the goal of cost reduction, energy use reduction and ultimately to reduce the carbon footprint of the facilities. ♦



BCWSA Hosts 14th Annual Charity Golf Outing

The BCWSA held its 14th Annual Charity Golf Outing on May 28, 2015 at Makefield Highlands Golf Club. Over the past 14 years, BCWSA's friends, family and business partners have come together to raise funds for various organizations that have some impact on Authority employees. The 2015 Golf Outing resulted in the highest donation amount in the history of the event, raising more than \$36,000.



Pictured above: Pat Mensch, Christopher Mensch Foundation; Mary Farrell, The Twilight Wish Foundation; Dennis Cowley, BCWSA Chairman; Mike Gallagher, BCWSA Treasurer; Stacey Mulholland, BCWSA Secretary; and Dick Weaver, BCWSA Vice Chairman

"Every year we are more and more impressed with the generosity of our staff members, customers, friends and neighbors who join together to support so many incredible programs in our area," said Dennis Cowley, Chairman of the board of directors for BCWSA. "We are incredibly thankful to everyone who came to help this year – and all the years past."

Each year, BCWSA hosts the charitable golf outing to raise funds and awareness about organizations in need within the community. Funds raised during the 2015 golf outing went to The Christopher Mensch Foundation and the Twilight Wish Foundation. Each received \$18,073.03.

The following are the charities and organizations that BCWSA has supported since the inception of the annual golf outing in 2002:

2002	Bucks County Down Syndrome Interest Group	\$7,988.27
2003	Doylestown Hospital Hospice	\$16,272.16
2004	Bucks County Chapter of NAMI	\$16,013.85
2005	Delaware Valley Chapter of Cystic Fibrosis and Children's Hospital	\$22,000.00
2006	Make A Wish Foundation	\$32,017.25
2007	Soldiers of Hope/Bucks for Kids	\$33,138.30
2008	One Step at a Time/Bucks County Autism Support Coalition	\$28,241.72
2009	Good Friends/Lenape Valley	\$24,022.76
2010	Bucks County Opportunity Council/Libertae, Inc.	\$27,156.00
2011	Reach Out Foundation/Alzheimer's Association, Delaware Valley	\$22,300.16
2012	Warriors for Tim and ADHD Aware	\$30,263.04
2013	Ted Lindeman Outreach Foundation/Guardians of the National Cemetery	\$31,303.47
2014	Curing Retinal Blindness Foundation/Bucks County Special Needs	\$35,919.96

Benjamin Jones and Wendy Lauver Receive PMAA Sahli Service Award

Recently Benjamin Jones, BCWSA CEO, and Wendy Lauver, BCWSA Customer Service Manager, both received the Sahli Service Award from the Pennsylvania Municipal Authorities Association (PMAA). In an effort to promote interest in good authority administration and operation, and to recognize faithful and effective service by authority officials, PMAA established the annual Sahli Service Award for those who have served 20 years or more. The Awards were presented during PMAA's annual conference awards banquet. ♦



*Pictured above: Wendy Lauver, BCWSA Customer Service Manager
Pictured to left: Benjamin Jones, BCWSA CEO*

Capital Reinvestment

During 2015, BCWSA worked diligently on several large capital reinvestment projects. The tasks featured replacements and upgrades on many of our facilities, with a total of more than \$10 million spent.

“BCWSA is committed to an ongoing investment in our customers, communities and partners to help us all enjoy a cleaner lifestyle — and realize a bright green future,” said CEO Benjamin Jones. “All of our capital reinvestment projects are a continuation of our promise of the proven stability our customers can count on.”

Capital Reinvestment activities included:

Quakertown Interceptor replacement	\$8,100,000
Bar Screen replacements (3) Sewer Treatment Plants	\$1,200,000
Erie Road Pump Station upgrade (Richland Township)	\$850,000
Hermitage Pump Station upgrade (New Hope Borough)	\$190,000
Maplewood’s Pump Station upgrade (Doylestown Borough)	\$170,000
Portable and Fixed Gen sets (2) (Central Bucks and Middletown Township)	\$75,000
Epoxy Lining of water mains (Lower Southampton Township)	\$75,000
Total Capital Reinvestment Costs	\$10,660,000

BCWSA Cares

During the past year BCWSA employees and staff members have been involved in numerous community outreach efforts. These efforts ranged from choosing Wordsworth Academy as the Authority’s Angel Tree and providing clothing and toy donations specifically chosen by children, to Last Stop Recovery House where staff has donated clothing, food gift cards, bedding and towels.

BCWSA staff has also donated nonperishable items to various organizations at the holidays, and been involved in charitable efforts with Libertae, A Woman’s Place, and Tabor home, helping the Authority’s neighbors and beyond. “On behalf of the board I express my deepest gratitude for our generous staff members,” said CEO Benjamin Jones. “It is a privilege to work with so many benevolent colleagues.” ♦



Pictured to right: Last Stop Recovery House residents and BCWSA employees at one of our Holiday drop offs.

Kudos From Customers

Recently several BCWSA employees responded to a customer call related to a leak in the main sewer line. The customer had this to say about her experience with the BCWSA service team:

“...three BCWSA workers showed up at my house with smiles on their faces. They wouldn’t leave until they [fixed it]. They worked diligently for several hours. They were kind, professional and courteous from the first minute to the last. They removed a giant weight from my shoulders and gave me peace of mind. Please extend my thanks to them and all who do this job. In businesses like these, lots of folks have the skills but not the customer service. Your people have the full package.”

Thank you to the entire BCWSA team for your proven track record of customer service. ♦

IMPORTANT NOTE!

In case of water and sewer emergencies please tune into WNPV 1440 AM for Montgomery County and Central and Upper Bucks County customers and WBCB 1490 AM for Lower Bucks County customers.

**For Customer Service, call
1-800-222-2068**

www.bcwsa.net

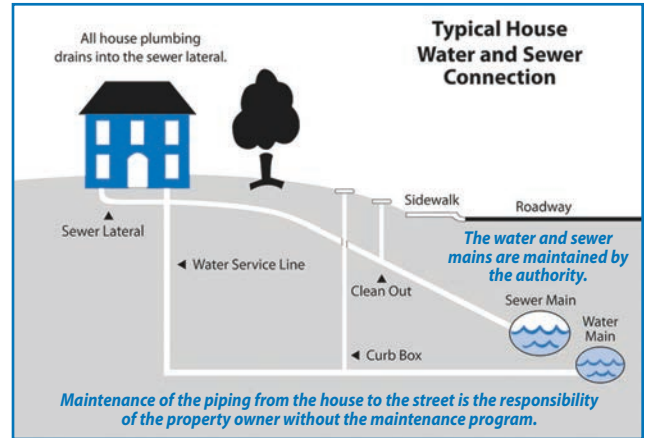


\$SafeGuard™ Water & Sewer Maintenance Program

NOW AVAILABLE

Typically insurance covers the damage done inside your home or business, but what about repairing the item that failed outside? What if you could offset those costs with a Maintenance Program for only \$5 a month per line for residential or \$10 a month per line for commercial?

BCWSA now offers a comprehensive Residential/Commercial Water & Sewer Maintenance Program. This program can help offset the cost of repairing the pipes that come into and leave your property which can typically cost between \$3,000 and \$5,000 to replace for Residential and \$10,000 for Commercial.



BCWSA's \$SafeGuard™ Maintenance Program offers customers peace-of-mind knowing this potential problem that most insurance companies don't cover can now be protected, just like the rest of your home/business and property.

For more details or to sign up for the \$SafeGuard™ Program, please visit www.bcwsa.net or call 215-343-2538 Ext. 140. This program does not apply to industrial properties. We look forward to serving you. ♦

WATER – OUR MOST PRECIOUS RESOURCE

Water is our most precious resource. It is vitally important that everyone work together to conserve our water supply. And, of course, saving water saves you money, especially important during these uncertain economic times.

Homeowners can significantly decrease the amount of water used each day by following just a few simple “tips” for water conservation.

Follow these tips for conserving water inside:

- If your dishwasher is new, cut back on rinsing. Newer models clean more thoroughly than older ones.
- Designate one glass for your drinking water each day, or refill a water bottle. This will cut down on the number of glasses to wash.
- Soak pots and pans instead of letting the water run while you scrape them clean.
- Use the garbage disposal sparingly. Instead, compost vegetable food waste and save gallons every time.
- Wash your fruits and vegetables in a pan of water instead of running water from the tap.
- Don't use running water to thaw food. For water efficiency and food safety, defrost food in the refrigerator.
- Install an instant water heater near your kitchen sink so you don't have to run the water while it heats up. This also reduces energy costs.
- Keep a pitcher of drinking water in the refrigerator instead of running the tap. This way, every drop goes down you and not the drain.
- Reuse leftover water from cooked or steamed foods to start a nutritious soup, it's one more way to get eight glasses of water a day.
- Cook food in as little water as possible. This also helps it retain more nutrients.
- Select the proper pan size for cooking. Large pans may require more cooking water than necessary.
- If you accidentally drop ice cubes, don't throw them in the sink. Drop them in a house plant instead.
- Collect the water you use while rinsing fruit and vegetables. Use it to water house plants.
- When shopping for a new dishwasher, use the Consortium for Energy Efficiency website to compare water use between models.

