

water rings

April - June 2012

Volume 7, No. 2

Annual System Flushing

“System flushing” is the phrase used to describe the routine procedure of operating valves and fire hydrants in the water distribution system in order to maintain the highest level of water quality.

This year, system flushing will be done between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday, beginning on April 2 and continuing through June 22. You will receive an automated call from our public notification system approximately one week before flushing is scheduled for your neighborhood. To hear the message repeated, you may call 877-699-2420.

This year’s schedule is:

Montgomery and New Britain Townships - April 2 - May 18 (including Candlelight Farms, Parsons Lane, Meetinghouse Road, The Villages at Trewellyn, Gwynedd Knoll and Hunt Club sections of Lower Gwynedd Township)

Upper Dublin Township - April 2 - April 13 (including the Delaware Valley Industrial Park and Llewellyn, Annasmead, Baker and Llanfair Road

sections of Lower Gwynedd Township)

Whitpain Township - April 16 - May 23

Lower and Upper Gwynedd Townships & North Wales Borough - May 23 - June 22 (including Normandy Farms, Normandy Farms Estates, Windermere and Amberley Sections of Whitpain Township)

You may notice reduced pressure or cloudy water when flushing is being done in your area. This is expected and is not harmful. Simply let the **COLD** water run from your taps until it becomes clear.

If problems persist, please call 215-699-4836. Our Customer Service Representatives are available between 8:00 a.m. and 5:30 p.m. Monday through Thursday and 8:00 a.m. and 4:00 p.m. on Friday. If you call after hours, your call will be taken by our answering service and you will be contacted by one of our on-call staff.

Introducing Our New Website!

The rotating images near the top contain important news and current topics of interest. Answers to the most common customer service questions can be found by clicking on links on the left hand side of the page.

The Kids Zone, possibly the most popular section of our website, can be accessed by clicking the link in the middle of the page. The interactive games and activities are a fun way for children to learn more about water.

Can't find what you're looking for? Our website search function has been greatly improved to quickly find you results you can use.

We'd love to hear what you think! Feel welcome to email us at wizard@nwwater.com or call us at 215-699-4836.



We've redesigned our website so that it's easier for you to do business with us. Visit www.nwwater.com to take a look!



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Water Rings is printed on 100% recycled paper using soy-based ink.

Know What's Below. Call Before You Dig.

Keep your home and neighborhood protected and connected by knowing what's below and always calling 811 **before** you dig.

Pennsylvania law requires you to contact PA One Call at least three business days before you begin any excavation project so that utilities can mark the location of any of their underground facilities that might be in the area.

Knowing the approximate location of your buried lines before each digging project helps protect you from injury and the consequences that can result from accidentally damaging a buried utility line. The depths of utility lines vary, and there can be multiple utility lines in the same area.

Damages to underground utility lines can disrupt service to the entire neighborhood, potentially harm diggers and damage the environment.

**Safe Digging Is No Accident:
Always Call 811 Before You Dig**

Play a Part in Watershed Protection

In the last issue of Water Rings we discussed watersheds and the important role they play in keeping our water clean. We discussed things we can do around our homes to protect the watershed we live in. If you missed that issue, you can find it on our website or call our office and we'll mail one to you.

Another way to play a role in watershed protection is to become involved in the community we live in.

- Become involved with groups that promote conservation, watershed protection and clean-ups.
- Talk to your local officials about the economic and ecological value of lakes and streams and your interest in keeping them clean, healthy and usable.
- Support wetland preservation. Wetlands help protect water quality by acting as natural filters of pollutants. They help reduce flooding, furnish fish and wildlife habitat, provide recreational opportunities and aesthetics.



Q: *Why is flushing necessary and what actually happens to enhance water quality?*

A: Flushing is performed throughout the system to make certain that transmission and distribution pipelines are free from any impurities or sediment that may accumulate over the course of time. System flushing is just one of many tools the Authority uses to ensure that water quality remains at the highest level and each customer always receives safe, healthy drinking water exceeding all regulatory requirements.

The flushing process the Authority incorporates is referred to as "unidirectional flushing." This means that we start at the water source, or tank, and work outward into the distribution system. Valves are manipulated to reverse the pattern of normal flow, disinfection residuals are raised in the area and water is flowed from the hydrants at an increased velocity. This ensures that the inside of the piping is scoured and any foreign matter is safely flushed away. Flushing is also performed to clean newly installed water mains and after main breaks or repairs are completed.

One interesting facet to system flushing is that the Authority cannot release water with a disinfectant residual into the environment. Under the regulations of the Pennsylvania Clean Streams Laws, chlorinated water is classified as a pollutant and may cause damage and in-stream impacts to aquatic life. Water released during the flushing operation is directed through special diffusers that introduce vitamin C into the waste flow. The vitamin C neutralizes the residual making it safe to discharge into storm sewers, culverts and any receiving natural water way. In this way, we are stewards of the environment we all share.

**Water Rings is published Quarterly to Serve Our Customers in:
North Wales Borough and Doylestown, Horsham, Lower Gwynedd,
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