



WATER RINGS

NEW WEBSITE LAUNCHED

WWW.NWWATER.COM

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Please use the following address when sending in your payments:

PO Box 1339
North Wales, PA 19454-0339



North Wales Water Authority
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200 West Walnut Street
North Wales, PA 19454-0339
(215) 699-4836
www.nwwater.com
email: wizard@nwwater.com

Log on today at nwwater.com and check out our new website. We have completely revamped the site to provide you with an expansive amount of information from water quality data to determining how hard or soft your water really is. The new site will make communicating via the web much easier for our customers.

The new look is easy to follow with simple navigation buttons and hot topic buttons located directly on the home page.

Find out answers to many of your questions about water quality, water pressure, billing and a whole host of other information. If you would like to visit us while we are at community events, simply look at our Calendar of Events page to determine where we will be. If you are interested in having us speak at a community function, you can request a speaker directly from our website by filling out a request form and we will respond promptly.

The new site will allow us to add additional e-business features in the future including viewing your bill on-line,

looking at your usage history and eventually the ability of paying your bill on-line via credit card or check.

The Kids Zone has taken on a new whole flashy attitude along with an expanded wealth of knowledge. We realize that both children and educators are always searching for science information and experiments for the classroom, so be sure to take a look at our new experiment section. There are experiments for elementary school students through high school.

Everyone likes a fun game so we have included a game section that will be sure to test your water knowledge. The Kids Zone is a site for all ages!

We feel that it is very important to keep our customers up-to-date on their drinking water; therefore, we invite you to visit our site frequently since information will be changing on a regular basis.

If you would like to offer any feedback on our new website please email the Wizard at wizard@nwwater.com.



YOUR QUESTIONS ANSWERED



A Focus on Security

Question: What are the tiny white particles or flakes left behind when ice made with tap water melts?

Answer: This is quite a common occurrence and frequent question during the warmer months of the year. It is actually caused by the physical characteristics of water. Although the water supplied by the Authority is relatively low in the constituents associated with water hardness, it is not mineral-free. Minute levels of minerals that are beneficial to good health are part of water's natural composition.

Freezing is actually one-way of purifying water. Pure water will freeze first, leaving any minerals or dissolved solids behind. As more water freezes, the minerals in the remaining liquid concentrate until they reach super saturation and precipitate out. This is what you see when ice melts. You can usually find these tiny particles or flakes at the bottom of the ice cubes as water freezes from the top down.

The commercial ice industry prevents this from happening by flash freezing the water using liquid nitrogen. This extremely fast method of freezing water prevents precipitates from having adequate time to form. Another method used by commercial ice manufacturers is coring of the ice cubes to remove the tiny, concentrated area of precipitates. Unfortunately, neither of these methods will work in the standard household freezer or automatic icemaker.

Since 9/11 the Authority has taken numerous steps to protect the water supply system however, water security is a shared responsibility involving us, as a water utility, the government, law enforcement and you, as citizens. It is important that you become the eyes and ears of the community, too. Being aware of your surroundings will allow you to easily recognize suspicious activities. Should you witness anything or anyone suspicious, you should contact your local police department.

We are currently in the process of conducting a vulnerability assessment to determine what additional steps we can take to protect our physical facilities.

Should an event occur that affects the quality or quantity of water, we want to be able to keep you informed with up-to-date information. Please read the following questions and answers regarding public notification so that you know where to turn to get the information you need.

What events would result in immediate public notification?

Events such as a contamination to the water supply, supply emergency and if we experience a major interruption to our distribution system.

What sources would be used to provide the information?

Primarily both television and radio would be used to communicate to the public. We will also put any type of notification up on our website at www.nwwater.com.

Is special consideration given to high risk populations?

High risk populations are always a high priority for the Authority. Personal notification would occur in this instance. If you are at high risk and have never notified the Authority as such, please do so immediately by calling our office at 215-699-4836.

How can I contact the Authority?

You may contact the Authority via phone at 215-699-4836. However, depending on the type of emergency, phone systems may not be an option. We therefore recommend logging on to our website. If these options are not available, we strongly encourage you to tune into local television and radio stations.



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CUSTOMERS IN:

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