



WATER RINGS

A New Value-Added Service: Pay Your Water Bill On-Line

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Yes, on-line payment is now available for paying your water bill on-line. No more stamps, no more writing checks, just simply pay your bill on-line with your credit or debit card. We accept Visa, MasterCard, Discover and Debit Cards for your convenience.

What are the benefits of on-line payment?

* Pay your water bill wherever you are - home, work, or if you are traveling

*Check your account balance at any time

*Look-up your account history whenever you want

*Save money on postage

*Eliminate check writing fees

This electronic bill paying capability includes significant safeguards to protect the privacy of users and to insure the security of our system.

Follow these 5 quick steps for On-Line Payment:

1. Log onto nwwater.com
2. Select the "Pay On-Line" Water Drop
3. Register, using information from your most recent bill. (Registration is only required the first time you log onto the program)
4. Login using your account number and assigned Personal Identification Number (PIN)*
*NWWA recommends changing the PIN once you've logged into your account information.
5. Pay your bill

And, you are done! Yes, it is really that simple! Don't wait any longer, pay your water bill on-line today!

Stay tuned for our next value-added service: Electronic Bill Presentment - receive your bill via email and eliminate your paper bill altogether.



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YOUR QUESTIONS ANSWERED

Question: There have been numerous stories regarding water supplies and “PPCPs”.

What are they and are there health and safety concerns?

Answer: The acronym “PPCPs” refers to Pharmaceuticals and Personal Care Products. PPCPs comprise a very broad, diverse collection of thousands of chemical substances including prescription and over-the-counter drugs, cosmetics, nutraceuticals, biopharmaceuticals, and many, many others. This broad collection of highly bioactive chemical substances refers, in general, to any product used by individuals for health or cosmetic reasons.

The two general means by which PPCPs enter the environment are by excretion and disposal. Disposal of PPCPs that are no longer needed or wanted occurs by discarding to trash and by directly discarding to sewage systems. PPCPs in the environment illustrate the connection of the actions, activities and behaviors of each individual to the environment. The importance and significance of the individual in directly contributing chemicals in the environment has been largely overlooked.

The major concerns to date have been the promotion of pathogen resistance to antibiotics and disruption of endocrine systems by natural and synthetic hormones. Although these two areas have been the focus of the vast majority of current research, they represent only a small fraction of the potential environmental issues raised by PPCPs.

Avoid Loss of Service: Payment Arrangements are Available

The North Wales Water Authority understands that at times, customers may not have the ability to pay their water bill in its entirety. If you are experiencing difficulty paying your water bill, it is important to contact the Authority as soon as possible to make a payment arrangement. We are more than willing to work out payment arrangements; however, you must **call** and make these arrangements with one of our customer service representatives. Customers with past-due accounts are urged to call us as soon as possible to avoid loss of service.

Our customer service staff is available Monday - Thursday from 8:00 - 5:30 and on Fridays from 8:00 AM - 4:00 PM and will gladly make arrangements for you. You may contact them at 215-699-4836 during the mentioned business hours.

We also offer 3 other payment options for your convenience:

- *AutoFlow, will automatically debit your checking or savings account for the amount due on your bill
- *Credit and Debit Cards are accepted for payment
- *On-line bill payment, pay your bill on-line with your credit or debit card

Water Tanks in Our System

The North Wales Water system has a total of 9 elevated water tanks. These tanks are strategically located throughout our system to provide water to our 26,000 customers. Water tanks are an essential element of our infrastructure because they act as storage units. Elevated water tanks operate by gravity and are situated at the highest point in the area in which they are located.

The total combined storage capacity of our 9 tanks is 13.4 million gallons. Of the 13.4 million gallons, 3.3 million gallons are for public safety to assure adequate fire flow for firefighters.

Tanks come in a variety of types; we currently have 2 hydropillars and 7 standpipes. Our largest hydropillar stores 4.1 million gallons of water and is the largest hydropillar in the United States.

WATER RINGS IS PUBLISHED
QUARTERLY TO SERVE OUR
CUSTOMERS IN:

NORTH WALES BOROUGH AND LOWER GWYNEDD, MONTGOMERY, NEW BRITAIN,
UPPER DUBLIN, UPPER GWYNEDD, AND WHITPAIN TOWNSHIPS.