

waterings

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The True Value of Tap Water

Many of the key components of the water infrastructure of the North Wales Water Authority (NWWA) are out of sight for the general public. All of the pipes that are essential to the delivery of water to your home and business are securely nestled deep in the ground. However, there is no asset more vital and valuable to the community.

Only Tap Water DeliversSM

As a NWWA residential customer, you pay \$3.60 for every 1,000 gallons of water that is delivered directly into your home. Yet, many people are willing to pay over \$1.20 for just 20 ounces of bottled water. While bottled water does have its uses and benefits, the fact is that tap water delivers so many things that no other water can deliver.

- It delivers public health protection.
- It delivers fire protection.
- It delivers support for the economy.
- It delivers quality of life.

If we can begin to think about the value of water in these areas, we'll have a better understanding why we at NWWA work so hard to care for our resources and infrastructure.

Public Health Protection

We live in a world where over one billion people must drink from unsafe water sources. We are fortunate to have sophisticated water treatment and distribution systems in place so that we can take the safety of our water for granted. Only tap water delivers public health.

Fire Protection

We consume only a very small percentage of tap water. Cities and neighborhoods would be at risk of becoming disastrous infernos without access to water delivered at adequate volume and pressure. Imagine trying to extinguish a fire with a bottle of water! Only tap water delivers fire protection.

Economic Support

A sustainable water supply is a must for the development, survival and success of residential communities and commercial enterprises. Only tap water delivers critical support for the economy.

Quality of Life

Tap water is so intricately woven into our lives that we can hardly imagine a day without it. With what would we mix our orange juice or rinse our lettuce? Where would we shower? How would we water our plants or clean our dishes and clothes? We take these conveniences for granted. But only tap water delivers our quality of life.

Maintaining an Aging System

The NWWA delivers this essential resource throughout its 50 square mile service area by way of approximately 390 miles of pipe. To maintain water quality, it is essential that this pipe or water main be replaced as it ages. As part of our aggressive main enhancement program, in 2005 we replaced almost 7,000 feet of aging water mains at a cost of almost \$2.7 million.

For the past 12 years we have not passed along our increasing costs to our customers. At some point, however, we can be sure that the cost of providing reliable, safe tap water service will cost more more than it does today and all involved will be asked to share a portion of those increasing costs.

However, when you consider the critical needs addressed by water service, tap water will always be a tremendous value. In fact, it will be a bargain. You simply cannot put a price on a service that delivers public health, fire protection, support for the economy and quality of life.



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Avoid Frozen Pipes and Meters

Follow these simple tips to avoid problems with frozen pipes or meters this winter:

- Don't turn the heat down too low in your basement.
- If a building will be empty, have the water turned off, the pipes drained and the water meter removed.
- Fill holes in doors, windows and walls near meters and pipes.
- Be sure heat can circulate around meters and pipes.
- Regularly check insulation for dampness. Wet insulation is worse than no insulation.
- If your meter is located outside in a meter vault or pit, make sure the covers are closed and in good shape. If your meter is outside of the building, be sure the meter cover is secure and not cracked.



Proceed with Caution in Our Work Zones!

Safety is our priority at the North Wales Water Authority. You can help keep our employees safe by slowing down and keeping alert in NWWA work zones.

NWWA designates its work zones with flag personnel, signs, cones, flag holders and other traffic control devices in accordance with Pennsylvania Department of Transportation regulations.

Our crews work all hours of the day and night and for as long as needed to repair main breaks and restore water service. When you notice our flag personnel, trucks, equipment and signs in or along the roadways, please slow down, be patient and use caution. Your attention can help save lives! Our employees and their families thank you for being safe in and around our work zones!



Q: *Does our water contain arsenic?*

A: No. As part of the Safe Drinking Water Act requirements, the Authority routinely monitors for arsenic. It has never been detected in any water sources used by the Authority.

Arsenic has become a hot topic in the drinking water industry since the US Environmental Protection Agency (EPA) lowered the maximum contaminant level (MCL) from 50 parts per billion (ppb) to 10 ppb in January of 2006. At the time, it was estimated that 4,000 municipal water systems in the United States were out of compliance with the new standard.

Arsenic's carcinogenic role has been noted for more than 100 years and continued exposure to even low levels has been linked to many other serious health conditions such as diabetes and neurological disorders.

Arsenic occurs naturally in the environment and is commonly found in the Earth's crust as well as the human body. Mainly transported by water, arsenic is widely distributed throughout the environment by weathering of rocks, burning of fossil fuels, smelting of ores and manufacturing processes.

Arsenic concentrations are generally highest in groundwater, but can also be detected in some surface sources. The use of ozone at the Authority's Forest Park Water Treatment Plant, our main water source, not only serves as an excellent disinfectant that destroys bacteria, viruses, and other waterborne parasites, but a powerful oxidant that can oxidize and precipitate inorganics such as iron, manganese, hydrogen sulfide and arsenic.

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