

water rings

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Convenient Bill Payment Options -

■ AutoFlow

What Is **AutoFlow**? NWWA's AutoFlow Program is an automatic bill payment program that withdraws funds directly from your checking or savings account. It is an easy and convenient way to pay your water bill.

You may enroll in the AutoFlow program by visiting our website at:

www.nwwater.com/go/autoflow

Or simply call our office to have an application mailed to you.

After you've enrolled, each billing period you will

be sent an invoice stating the exact amount due and the date the funds will be withdrawn from your bank. If, for some reason, you don't want us to withdraw the money, just call Customer Service at 215-699-4836.

On the specified withdrawal date, the bill payment will be electronically transferred out of your checking or savings account.

You'll never have to worry about paying your water bill again - it will be automatic. It is that simple, so why not sign up today?

■ Online Bill Payment

Did you know that you can pay your bill online? It's so simple to sign up! Visit our website at www.nwwater.com and click on either the Pay Your Bill or Pay Online link to register. You'll need your account number and a copy of your most recent bill.

When registering you will be able to choose to receive an Electronic Notification when your NWWA water bill is ready to be paid. At that time you will receive an email that contains a link for the Pay Online Program. Choosing Electronic Notification means you will no longer

receive a paper bill - a small way to help the environment!

Once you register, you will receive an email from us at the email address you provide. The email will contain the Personal Identification Number (PIN) needed to login to pay your bill. The PIN can be changed at any time by selecting "Change PIN" when you login.

Go online to see for yourself how easy online bill payment is!

Public Notification Reminder

As mentioned in the last issue of Water Rings, The North Wales Water Authority is beginning implementation of a new customer communication system. This high-speed mass communication system will enable us to quickly and efficiently share important water-related information with our customers.

The new system will make it possible for us to send you recorded messages for both emergency and non-emergency matters, such as hydrant flushing, main breaks or service-related road work in your neighborhood.

By participating in this program you will be notified quickly, within a very short time of the occurrence. Having this information allows you to make other arrangements, take a detour, or make other proactive decisions.

Watch your mail for sign-up information. Please be aware that if you choose not to provide us with a phone number, we will not be able to contact you with potentially important information about your water service.



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Lateral Maintenance - Have You Signed Up?

Did you know that the pipe that carries water from your curb to your house is owned by you? What this means is if that pipe, we call it a "lateral", were to break or spring a leak, it would be your responsibility to have it repaired.

The North Wales Water Authority offers its customers the Lateral Maintenance Program as a safeguard against such an occurrence. Under the Lateral Maintenance Program, if anything happens to your service line or lateral, we will take care of the repair at no additional cost to you.

The Lateral Maintenance Program offers you protection against the possibility of costly repair bills and covers any damages in your lateral from the curb stop to the outside wall of your home or building.

The charge for the program is minimal:

- Residential - \$10 per year
- Commercial 3/4" and 1" connections - \$18 per year
- Commercial 1 1/2" and 2" connections - \$30 per year

You may sign up for the Lateral Maintenance Program online by going to:

www.nwwater.com/go/lateral

Or simply call our office to have an application mailed to you.

Don't Delay! Sign Up Today!

Landscaping Tip

Please be aware of Authority components when landscaping your home or business. It is very important that curb boxes, valve boxes, fire hydrants and blow off valves remain free of vegetation and other cover to allow for immediate access in times of emergency.

Also, please check with our office before repaving your driveway. This will allow us to check to see if curb boxes that might be in the driveway need to be repaired or raised.

If you have questions about any of our components on your property, please send us an email at wizard@nwwater.com or give us a call at 215-699-4836.



Q: *I thought the Authority tested for a lot of things in the water. Why does it appear there are very few results in your recent Water Quality Report?*

A: Every community water system in the United States is required by law to provide each direct and indirect consumer with a complete water quality report, also known as a Consumer Confidence Report (CCR). This annual report lists any regulated contaminant, as posted on the National Primary Contaminants List, detected during routine testing from the beginning of the treatment process and throughout the entire water distribution system.

Although the Authority is directed by the Pennsylvania Department of Environmental Protection to routinely monitor and report on over one hundred (100) regulated contaminants in the water we supply, guidelines for the CCR require that only those constituents that were actually detected and have a legitimate value be publicized.

When the CCR ruling was originally initiated the results for all tests performed were listed. The CCR tables were quite large and contained much more information than they do today. We learned that the tables were too confusing for our customers because the majority of the test results either had a zero value or were "non-detectable."

A listing of all National Primary and Secondary drinking water contaminants can be viewed at www.epa.gov/safewater. For the most current list of our monitoring results, please visit www.nwwater.com/go/quality.

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