

water rings

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Our Wise Energy Management Keeps Your Rates Low

Forest Park Water (FPW), NWWA's water treatment facility, uses approximately 20 million kilowatt-hours of energy each year to treat your water. This translates to a yearly \$1.5 million dollar energy bill, making this its largest expense.

With Pennsylvania electricity rate caps set to expire in 2011, FPW has chosen to proactively manage its energy supply and control its pricing risk.

FPW has deployed EnerNOC's SupplySMART, an energy price and risk management application

and service. EnerNOC's team has worked with the team at FPW to develop an energy strategy that will allow it to achieve reliability and predictability at the lowest possible cost.

As a result, in March 2010 a three-year fixed rate contract was negotiated with Exelon Energy that saves FPW more than \$200,000 annually when compared to previous rates. This savings is expected to increase once the rate caps expire. Keeping operating costs low is one way we keep your rates as low as possible.

2009 Water Quality Reports Now Available



In May and June, copies of the 2009 North Wales Water Authority Consumer Confidence Reports (or Water Quality Reports) were emailed, mailed, and hand-delivered to all the Authority's customers. The annual report is provided in compliance with the Safe Drinking Water Act.

mandated by the U. S. Environmental Protection Agency and the Pennsylvania Department of Environmental Protection.

We are proud to report that in 2009 the water delivered to our customers met, and in most cases greatly exceeded, all current federal and state regulatory requirements.

The report includes important information about your drinking water. It includes details about where your water comes from, what it contains and how it compares with the standards

A copy of the Water Quality Report is available online at www.nwwater.com, on the Resources and Literature page. Or you may call our office at 215-699-4836 to request a copy.

How to Identify a NWWA Employee

Sometimes it is necessary for one of our employees to make a service call to your home or business. More often than not one of our Customer Service Representatives would have contacted you beforehand so that you would be expecting us. But in any case, you can be sure that North Wales Water Authority employees are always easy to identify.

NWWA logo on it. All our inspection, metering and service crew employees would be in uniform and wearing a shirt with the NWWA logo on it.

If there's ever a question, ask to see their employee ID. All employees carry Authority-issued photo ID cards.

If you're still not sure or feel uncomfortable, please call our office at 215-699-4836 to verify that an employee is in your area.



NWWA

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This Issue

Energy Management 1
2009 CCR's
NWWA Employees

Fire Hydrant Safety 2
Be Our Eyes and Ears
Q & A - Garden Hoses



Fire Hydrant Safety

It's not something that most of us think about...a fire breaking out in our homes or even in one of our neighbor's homes.

But if such an event occurs, fire departments need immediate, easy access to the fire hydrants in order to fight the fire.

Please don't let the hydrants near your home look like this one!



The North Wales Water Authority abides by the International Fire Codes and section 508.5.4 states that posts, fences, vehicles, growth, trash, storage and other materials or objects shall not be placed or kept near fire hydrants and that fire departments shall not be deterred or hindered from gaining immediate access to fire protection equipment or fire hydrants.

If you have a hydrant located on or near your property, please partner with us and your local fire department by keeping a 3-foot clear space around the hydrant.

The safety of your family and your neighbors could depend on it!

We Need You!

Help us keep your water safe! The service area of the North Wales Water Authority covers over 50 square miles in Montgomery and Bucks counties. Within this area we have 23 facilities including well houses, pump and transfer stations and above ground storage tanks.

You can help by being our eyes and ears in your area. If you notice anything suspicious happening on Authority property, **please notify us immediately at 215-699-4836**. If you call after-hours we have a 24-hour emergency answering service which will handle your call.

Thank you for partnering with us to keep your water supply safe and secure!



Q: *I recently heard that water from a garden hose may be harmful. Is this true and what is the problem?*

A: As the weather gets warmer we tend to enlist the use of the old garden hose for everything from watering the tomatoes, bathing the family dog, washing the car to filling the pool. We sometimes are even tempted to quench our thirst by taking a quick sip from the hose. However, we may be getting more than we bargained for....like a dangerous dose of lead.

Using a water hose is so simple that we seldom think that it would not be safe. But not knowing the composition of the garden hose may harm you, your family or pets.

Recent studies on various brands of garden hose were conducted to find out just how much of these harmful elements were in the hoses. Sections of hose were filled with clean water, sealed at the ends and put outside for one day, just like your garden hose. The hoses were then taken to a certified laboratory where the water was analyzed.

Many of the hoses showed levels of lead much higher than the EPA allows in drinking water. This is because most garden hoses are made of PVC which is considered a "dirty plastic" and lead is used as a stabilizer in the manufacturing process. Lead is a potent neurotoxin and there is no amount of lead that is safe for humans, especially children.

If you are shopping for a water hose to use around the home you should find one made of vinyl or certified for drinking water. These are safe as they do not contain elevated levels of lead. Also, it's a good idea to wash your hands after handling hoses made from PVC.

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