

water rings

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Get Peace of Mind - Sign Up for Lateral Maintenance Protection

Did you know that the pipe that carries water from your curb to your house is owned by you? This means that 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 our 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 at 215-699-4836 to have an application mailed to you.

NWWA customers who have received letters from Home Service USA Repair Management Corporation should be advised that Home Service is not affiliated with or endorsed by North Wales Water Authority.

Don't Delay! Sign Up Today!

Payment Arrangements

We never want one of our customers to have their water shut off. If your family is experiencing difficult financial times we want to assist you if we can. We will be happy to discuss a payment

schedule that makes sense for you. Please contact us at 215-699-4836 or by email at wizard@nwwater.com for more information.

Automatic Bill Payment

Did you know that you can have your water bill payment automatically withdrawn from your bank account?

Simply sign up for our **AutoFlow** program and you won't have to worry about missing your water bill payment again.

Signing up is simple. First, download the application from our website at: www.nwwater.com/go/autoflow. You may also

call our office at 215-699-4836 to request a copy. Mail the completed application, along with a cancelled check or savings account deposit slip to us and we will notify you when you have been set up.

You will still receive notification when your bill is due, letting you know when your payment will be withdrawn. Five days notice (prior to the drafting date) is all we need to discontinue your participation in the program.



NWWA

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This Issue

Service Protection 1
Paying Your Bill

Know Your Water - 2
Sources
Q & A - Water Footprint



Water Rings is printed on 100% recycled paper using soy-based ink.

Know Your Water - Source to Tap

We think it's important for you to know as much as possible about your tap water. Knowledge will make you a better consumer and help you appreciate the significant value of your tap water. Over the next several issues of Water Rings we're going to take a look at each aspect of your tap water, from the source to its treatment and finally its distribution.

Sources

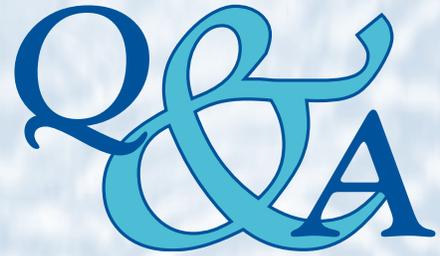
Over 90% of the water in the NWWA system comes from the Delaware River. The Delaware River originates in New York, and constitutes, in part, the boundary between Pennsylvania and New York, the entire boundary between New Jersey and Pennsylvania, and most of the boundary between Delaware and New Jersey. The river runs 360 miles in length, from its source in New York to its mouth in the Delaware Bay.



We withdraw our water from the river at the Point Pleasant Pump Station in Point Pleasant, Bucks County. Water from the pump station is then discharged into the North Branch Neshaminy Creek (NBNC). Gravity takes the water 12 miles downstream, via the Bradshaw Reservoir in Bedminster Township and Lake Galena in New Britain Township. Water is taken from the NBNC just downstream of Lake Galena and then purified at Forest Park Water, our water treatment facility located in Chalfont. We'll discuss the treatment process in detail in the next issue of Water Rings.

The remainder of water in our system is supplied by groundwater sources (wells). These wells are located primarily in the southern parts of Lower Gwynedd Township, Upper Dublin Township and Whitpain Township.

With these sources combined we produce over 8.4 million gallons of water per day to meet the demands of our customers. The water is distributed throughout our 50 square mile service area by way of an amazing network of underground pipes. The Fall 2011 issue of Water Rings will explain in detail how our distribution system brings water to your home or business.



Q: *I recently heard something about a 'water footprint.' Can you explain this?*

A: The water footprint concept was originally conceived in 2002. Modeled partly on carbon footprinting, water footprinting comes as fresh water resources are being depleted and polluted at unsustainable rates in many regions of the world. In addition, climate change issues, a growing population and ever-increasing global demand for food and energy are placing even more pressure on diminishing water supplies.

Researchers gauged the water content that went into the making of various products and applied those statistics to people's consumption patterns to obtain a rough water footprint for average individuals. This new wave of research on embedded water has given companies and governments new tools to track not just water that is consumed directly, but also the gallons that are embedded in everything from dishwashing detergent and beef to oranges and automobile tires.

When all things are considered, your morning cup of coffee is worth about 35 gallons of water. A cotton T-shirt typically takes 700 gallons of water to produce. Your typical hamburger takes approximately 630 gallons of water to produce – more than twice the amount the average family of four uses every day for drinking, bathing and showering, washing clothes and dishes and flushing toilets. Incidentally, it takes about 130 gallons of water to make a pint of beer or a 2-liter bottle of soda.

Water footprinting is poised to grow as companies are implementing strategies to reduce water used to grow ingredients, raise livestock and to process and manufacture products.

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