

water rings

January - March 2012

Volume 7, No. 1

Get Peace of Mind - Sign Up for Service Line Protection

Did you know that the pipe that carries water from your curb to your house is owned by you? This means 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 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

Kids Zone - A Complete Water Education Resource

Did you know there's a section of our website that is completely devoted to water education from a kid's perspective? It's called Kids Zone and is found at www.nwwater.com/go/kids.

Kids of all ages will find fun games, online coloring pages, interactive lessons, and even a variety of projects and experiments that can be done at home. For teachers there is a section of hands-on classroom experiments for grades K - 12.

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

If you have a QR reader on your cell phone, scan this barcode to access the online brochure for full details.



Don't have a QR reader? Call our office at 215-699-4836 to have a brochure and application mailed to you.

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

www.nwwater.com/go/lateral

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.

The water utility industry offers many career opportunities, ranging from engineers and scientists to environmental educators and regulatory staff to customer service representatives and field workers who install and maintain water main. To help children plan their career path, a complete list of opportunities is also found in the Careers in the Water Industry section of the Kids Zone.

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



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This Issue

Service Line Protection 1
Kids Zone
Payment Arrangements

Watersheds 2
Q & A - Power Outages



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

What Is a Watershed and Why Should You Care?

A watershed is an area of land that catches rain and snow and drains into a water body such as a creek, stream, river, lake or even an underground aquifer. They are the places we call home, where we work and where we play. No matter where you live, everyone lives in a watershed.

Watersheds are important because what happens in a watershed directly affects water quality, whether it's for drinking or recreation. Today our watersheds face many challenges. Because much of the area's natural vegetation has been replaced by manmade landcovers, such as roads and buildings, rainwater that would have been absorbed by soil and plants instead is sent directly into streams. This runoff carries pollutants such as oil, bacteria, nutrients, sediment and metals into surface waters along with it.

You can make a commitment to help protect our watersheds. The fewer pollutants that seep into the soil, the cleaner your watershed and water supply will be.

Some simple things you can do include:

- 1. Plant a rain garden and install a rain barrel.** Excess runoff can cause flooding and stream-bank erosion during rainstorms. Creating a rain garden with native grasses, trees, and shrubs gives runoff from your home's downspouts a chance to soak naturally into the ground. Add a rain barrel to save water for later use.
- 2. Limit fertilizer.** If you must fertilize your lawn, choose a product without phosphorous, which along with nitrogen, upsets the balance of nutrients in local waterways.
- 3. Avoid pesticides.** Though most pesticides break down in soil, a storm can wash them into nearby streams. Instead, explore biological pest control methods such as species-specific bacteria, predator stocking (such as ladybugs), and pheromone lures, which attract and trap pests.
- 4. Pick up pet waste.** In a 20-square-mile watershed draining to a small coastal bay, two to three days of droppings from a 100 dogs would contribute enough E.coli bacteria to temporarily close the bay to swimming.
- 5. Use commercial car washes.** Many filter their water before directing it to treatment plants. If you must wash your vehicle at home, park it on the grass first, so your lawn absorbs some of the detergent runoff and contaminants.
- 6. Avoid paving.** If you must pave, consider stone pavers for a patio, rather than concrete, and gravel for a driveway, rather than asphalt.



Q: *If wide-spread power outages occur, will we also lose water service?*

A: Although electrical power outages are on the minds of our customers due to recent weather events here and around the country, as a supplier of public drinking water we have been aware of the effects long-term power failure could inflict on our system and have planned accordingly over the years. We are proud of our many efforts to ensure our customers with an abundant supply of water that is safe and reliable under all foreseeable conditions.

The NWWA water distribution system is a gravity-type system. This means that we maintain adequate water levels in the nine storage tanks located throughout the system and pressure is generated by gravity. The water pressure in any area is solely determined by the difference in elevation of your property and the storage tank that serves your area. There is approximately a one -and-a-half to two-day supply of water, depending on usage requirements, available even if all electrical power to the region fails.

Our state-of-the-art Forest Park Water Treatment Plant, which produces over 90% of all water supplied throughout the system, was designed and constructed to receive power from two separate electrical feeds from the area's power grid. We can operate the plant at full capacity from either side and regularly switch back and forth as a maintenance function.

Additionally, Forest Park is equipped with two 2,250 kilowatt diesel generators that can provide backup electrical power.

**Water Rings is published Quarterly to Serve Our Customers in:
North Wales Borough and Doylestown, Horsham, Lower Gwynedd,
Montgomery, New Britain, Upper Dublin, Upper Gwynedd,
Warminster, Warrington and Whitpain Townships.**