

water rings

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Tips for Maintaining Water Quality in Your Home

Ensuring quality tap water is a responsibility that is shared by NWWA and its customers. We take great pride in delivering the finest quality water to your home. To maintain the high quality level once the water enters your home, be sure you develop a routine for flushing your hot water heater and cleaning out your faucet aerators.

Drain Your Hot Water Heater Annually

Your water heater may be one of the appliances in your home you take for granted—until it stops working and you wind up in a cold shower. Over time sediment, minerals and metals can build up in your water heater tank, impacting water quality and minimizing household water pressure. By implementing an annual maintenance plan you could extend the life of your hot water heater, while ensuring water quality.

How often you should drain and flush your hot water heater depends on the number of people in your home. In general, the more you use

your water heater, the more often it needs maintenance. Refer to the manufacturer's instructions that came with your water heater or consult with a qualified plumber.

Clean Out Faucet Aerators

Most faucets in the home have aerators at the tip. These are mini strainers that usually screw onto the faucet for the purpose of catching small sediment that may have entered the water from the hot water heater or the home's plumbing. They are also great money-saving devices because they reduce the amount of water used by lowering the flow rate.

It's important to regularly unscrew and rinse off the aerator to remove any particles that may have collected there. When you're no longer able to remove hardened deposits, the aerator should be replaced.

Winterizing Tips

During the cold weather months, there are simple things you can do to help prevent frozen pipes and leaks in your home.

- Fit exposed pipes with insulation sleeves or wrapping to slow heat loss.
- Seal cracks and holes in outside walls and foundations near water pipes with caulking.
- Keep a slow trickle of water flowing through faucets connected to pipes that run through an unheated or unprotected space.



- Remove all hoses from outside faucets and shut them off from the inside. Leave the fixtures open to drain.
- Secure and drain all underground lawn sprinkler systems.
- If you plan to be away for an extended time during the winter months, it is very important to maintain minimum temperatures in your home to prevent freezing of the interior plumbing fixtures.

Remember, your indoor plumbing is your responsibility. Protecting your pipes saves water and money!



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Are You Signed Up for Water 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 were to break or spring a leak, it would be your responsibility to have it repaired.

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

The Water Service Maintenance Program offers you protection against the possibility of costly repair bills and covers any damages in your water line 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 by calling our office at 215-699-4836 or online at www.nwwater.com/go/lateral.

Beware of Utility Imposters!

Unfortunately, reports of criminals posing as utility workers seem to be on the rise. Keep these tips in mind to keep you and your family safe.

- NWWA employees rarely visit a customer's house without an appointment.
- All of our inspection, metering and service crew team members carry a photo ID badge and wear a uniform with the NWWA logo on it.
- In almost all cases, our employees travel in clearly-marked Authority vehicles. The majority of our trucks are white and have North Wales Water Authority and our logo printed on them.

If you are ever uncomfortable, we encourage you to call our office at 215-699-4836 to verify that one of our employees is in your area.



Q: *I have seen a report of artificial sweeteners in the water supplies. Is this true and are there any health and safety concerns?*

A: They may be lurking in your diet soda, chewing gum and even your favorite yogurt. Now researchers have found artificial sweeteners, like Splenda and Sweet 'N Low, in rivers and lakes around the globe. Artificial sweeteners are used in thousands of food and beverages sold worldwide.

Sugar substitutes are designed to be eaten, but not absorbed by the body. Because our bodies cannot break these compounds down, these constituents pass through humans and straight into the septic systems. Wastewater treatment plants were never designed to remove or break down these chemicals and they flow freely into the receiving streams and rivers in basically the same form as they were consumed.

University of Waterloo and Environment Canada researchers discovered high amounts of artificial sweeteners in the Grand River, which empties into Lake Erie. They found the equivalent of 81,000 to 190,000 cans of artificially sweetened soda flowing through the river each day. Sucralose, cyclamate, saccharin and acesulfame were included in the study's tests. Similar studies performed in New York State found large amounts of artificial sweeteners near wastewater plant discharges.

According to these studies, the effects the sweeteners are largely unknown, as this is a relatively new discovery. Environmental scientists believe that more research is needed on the subject before any determinations can be made.