

# 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](http://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](mailto: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Did you know that you can have your water bill payment automatically withdrawn from your bank account?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](http://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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## 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!

## 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.



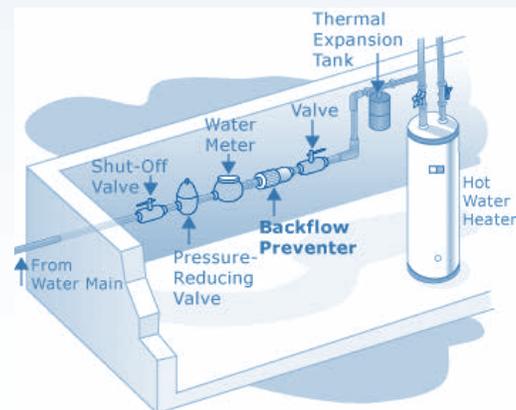
**Q:** *Where is my emergency shut-off valve located?*

**A:** In the event of a water emergency in your home, everyone in your household should know where the master water shut-off valve is located. Usually it is next to or near your water meter. Your water meter is located where your water service enters your dwelling and may be in your basement or in your utility area.

To make sure you've identified the correct valve, turn it off briefly to see if all the water faucets in your home shut off. If they don't, keep looking. When you've found it, mark it with a bright ribbon or paint it so that it's easy to spot. We offer our customers a free ID tag. Just email us at [wizard@nwwater.com](mailto:wizard@nwwater.com) or call us to request one.

After you've located and marked your shut-off valve make sure everyone in your home knows where it is in case of a water emergency.

In the event of a water emergency, please call us at 215-699-4836. If your emergency is during non-business hours, our on-call staff is available 24 hours a day, 7 days a week to respond to your needs.



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