

waterings

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How Water Wise Are You?

We want you to know as much as possible about your tap water.

- ◆ Do you know the source of your tap water?
- ◆ Do you know how the water gets treated before it gets to your home?
- ◆ Do you know how your water is monitored and tested?
- ◆ Do you know that you play an important role in maintaining the water quality in your home?
- ◆ Did you know that we need you to help protect water sources?

No matter how well you did on our quiz, you can get all the answers to these questions and many more on our website.

Visit www.nwwater.com/go/videos to see where your water comes from and about our Forest Park Water Treatment facility and the state-of-the-art treatment processes they use.

On the Videos page you'll also be able to learn about the various types of water sources and the importance of protecting our water supply and how you can help.

Learn more about your tap water's quality by visiting www.nwwater.com/go/quality. There you will find a comprehensive listing of the constituents we monitor for and the testing results for our most recent calendar year. By clicking on the FAQ tab you'll have access to additional valuable water quality information.

Click on the Conservation tab to learn all about saving water - from reducing your consumption to fixing leaks, to ways of helping the environment by using rain barrels or planting a rain garden.

Finally, by visiting the Resources/Literature page, you can download or request printed copies of various water quality, treatment, and conservation brochures.

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

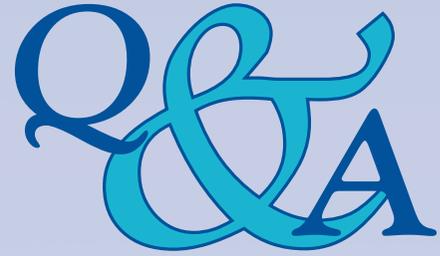
You may sign up by calling our office at 215-699-4836 or online at www.nwwater.com/go/lateral.

Upgrading For You!

In 2019 we will be rolling out new customer service software that will offer you an easy-to-use interface with access to even more account information.

- You asked for it! You will have many more payment options, including automatic credit card payments, one-time bank transfers, etc.
- You'll still be able to access your account information at any time convenient for you, 24 hours a day, 7 days a week.
- The new software will integrate with all our other internal software programs which means streamlined, efficient service for you.
- And you'll be able to access your account information from any device. There is no need to download a specific app.

Stay tuned for more news in future Water Rings!



Q: *What are the implications of climate change for water utilities?*

A: The scientific community supports a view that climate change is already happening and it is likely to accelerate over the next several decades. The leading edge of some impacts on water suppliers may already be apparent today.

The broad range of impacts that could be produced by climate change is staggering as global warming will basically accelerate the pace of the hydrologic cycle. Warmer temperatures will cause the earth's water to evaporate more rapidly and the total amount of precipitation will increase. Forecasts of the amount of precipitation vary greatly from one region to another.

Warmer temperatures imply that areas subject to drought may experience more extensive conditions while, at the other extreme, areas accustomed to moderate precipitation can expect to experience increased frequency and intensity with severe flooding. Warmer and shorter winters will result in the reduction of water stored in glaciers and seasonal snowpacks. The shortened cold season means that the spring melt can arrive much earlier and have significant implications for water supplies available downstream in late summer and early fall.

Many utilities have begun to respond to climate change by adopting a broad strategic view that includes environmental, socioeconomic and engineering factors.

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