

water rings

January - March 2014

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Annual System Flushing

"System flushing" is the phrase used to describe the routine procedure of operating valves and fire hydrants in the water distribution system in order to maintain the highest level of water quality.

This year, system flushing will be done between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday, beginning on March 31 and continuing through May 26. You will receive an automated call from our public notification system approximately one week before flushing is scheduled for your neighborhood. To hear the message repeated, you may call 877-699-2420.

This year's schedule is:

Montgomery and New Britain Townships - March 31 - May 23 (including Candlelight Farms, Parsons Lane, Meetinghouse Road, The Villages at Trewellyn, Gwynedd Knoll and Hunt Club sections of Lower Gwynedd Township)

Upper Dublin Township - March 31 - April 11 (including the Delaware Valley Industrial Park

and Llewellyn, Annasmead, Baker and Llanfair Road sections of Lower Gwynedd Township)

Whitpain Township - April 11 - April 21

Lower and Upper Gwynedd Townships & North Wales Borough - April 21 - May 26 (including Normandy Farms, Normandy Farms Estates, Windermere and Amberley Sections of Whitpain Township)

You may notice reduced pressure or cloudy water when flushing is being done in your area. This is expected and is not harmful. Simply let the **COLD** water run from your taps until it becomes clear.

If problems persist, please call 215-699-4836. Our Customer Service Representatives are available between 8:00 a.m. and 5:30 p.m. Monday through Thursday and 8:00 a.m. and 4:00 p.m. on Friday. If you call after hours, your call will be taken by our answering service and you will be contacted by one of our on-call staff.

The Energy-Water-Food Nexus

The close connection, or nexus, between water and energy has been reported on frequently in the last few years. Not only does it take a significant amount of water to create energy, it also requires a significant amount of energy to treat and move water.

But leaving food out of the discussion is to leave out a significant piece of the puzzle. The energy-water-food connection accounts for more than 94% of water use nationwide.

Agriculture is highly dependent on energy to produce our food. Energy is used directly to operate machinery and equipment, and is used indirectly to produce fertilizers and chemicals used to grow crops

Agriculture is also highly dependent on water for cropland irrigation, livestock watering, aquaculture, and food and beverage

manufacturing. Irrigation is the largest consumptive use of water in the U.S.

Because of the energy-water-food nexus, changes in the availability of water in one part of the country can have significant impacts on the availability of energy, food, or water in another. Further, because the vast majority of water withdrawn in the U.S. is used in the energy-water-food nexus, economic activity in these sectors potentially affects the availability of water for other uses.

We encourage you to learn more about water. If you're on Facebook, check out the OnlyTapWaterDelivers page. Or visit www.thevalueofwater.org, a website created by partners in the water industry to help you understand the real value of water in your daily life.



NWVA

North Wales Water Authority

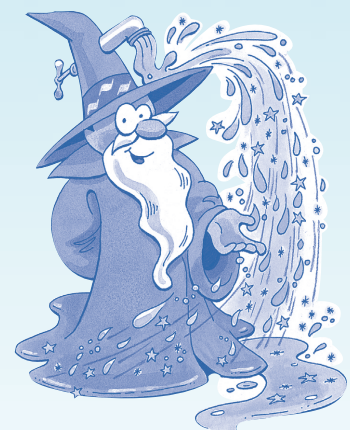
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Avoid Frozen Pipes and Meters

Follow these simple tips to avoid problems with frozen pipes or meters this winter:

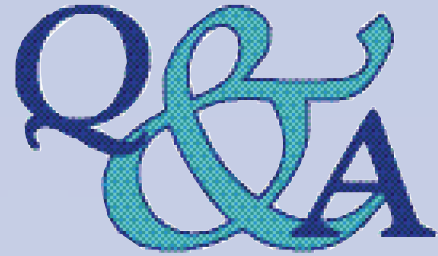
- Don't turn the heat down too low in your basement.
- If a building will be empty, have the water turned off, the pipes drained and the water meter removed.
- Seal holes in doors, windows and walls near meters and pipes.
- Be sure heat can circulate around meters and pipes.
- Regularly check insulation for dampness. Wet insulation is worse than no insulation.
- If your meter is located outside in a meter vault or pit, make sure the covers are closed and in good shape. If your meter is outside of the building, be sure the meter cover is secure and not cracked.

Many Ways to Pay Your Bill!

We offer five options to pay your water bill:

- **By mail.** Enclose your check and the stub from your bill in the envelope we provide. Our mailing address is: P. O. Box 1339, North Wales PA 19454.
- **In person.** Stop by with your check, cash or credit card anytime Monday - Thursday 8:00 - 5:30 or on Friday 8:00 - 4:00. Our office is at 200 W. Walnut St, North Wales, PA 19454.
- **By credit card.** You can call us at 215-699-4836 to pay over the phone with your Visa, Master Card or Discover credit card.
- **Pay online.** Visit our website at nwwater.com and click on the green "Online Bill Pay" button to create an account and pay.
- **Sign up for our AutoFlow program** and your payment will automatically be deducted from your bank account. Call us or go online for more information and to sign up.

If you are experiencing financial difficulties, please let us know. We never want our customers to have their water turned off. Call our office to see if we may be able to make payment arrangements with you.



Q: *Why is flushing necessary and what actually happens to enhance water quality?*

A: Flushing is performed throughout the system to make certain that transmission and distribution pipelines are free from any impurities or sediment that may accumulate over the course of time. System flushing is just one of many tools the Authority uses to ensure that water quality remains at the highest level and each customer always receives safe, healthy drinking water exceeding all regulatory requirements.

The flushing process the Authority incorporates is referred to as "unidirectional flushing." This means that we start at the water source, or tank, and work outward into the distribution system. Valves are manipulated to reverse the pattern of normal flow, disinfection residuals are raised in the area and water is flowed from the hydrants at an increased velocity. This ensures that the inside of the piping is scoured and any foreign matter is safely flushed away. Flushing is also performed to clean newly installed water mains and after main breaks or repairs are completed.

One interesting facet to system flushing is that the Authority cannot release water with a disinfectant residual into the environment. Under the regulations of the Pennsylvania Clean Streams Laws, chlorinated water is classified as a pollutant and may cause damage and in-stream impacts to aquatic life. Water released during the flushing operation is directed through special diffusers that introduce vitamin C into the waste flow. The vitamin C neutralizes the residual making it safe to discharge into storm sewers, culverts and any receiving natural water way. In this way, we are stewards of the environment we all share.

**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.**