

# water rings

April - June 2011

Volume 6, No. 2

## 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 April 4 and continuing through May 24. 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 - April 4 - May 24 (including Candlelight Farms, Parsons Lane, Meetinghouse Road, The Villages at Trewellyn, Gwynedd Knoll and Hunt Club sections of Lower Gwynedd Township)

Upper Dublin Township - April 4 - April 15 (including the Delaware Valley Industrial Park and

Llewellyn, Annasmead, Baker and Llanfair Road sections of Lower Gwynedd Township)  
Whitpain Township - April 14 - April 20

Lower and Upper Gwynedd Townships & North Wales Borough - April 19 - May 20 (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.

## Free Rain Barrel/ Rain Garden Workshops

Did you know that during the summer months the average homeowner uses 40 percent of their household water in the yard? This may lead to a beautiful yard, but it also means that a lot of treated drinking water is wasted.

In cooperation with the Wissahickon Valley Watershed Association, we will be offering two workshops to teach you how to harness our plentiful rainfall to save money and at the same time preserve the environment.

### What You'll Learn:

- The benefits of installing rain barrels...both for you and the watershed we live in
- Things to consider when installing a rain barrel
- How to install a do-it-yourself rain barrel
- What a rain garden is and the benefits of constructing one
- How to site, size and plant your rain garden

### Workshop Dates:

Wednesday, May 18 at 7:00 p.m.  
Wednesday, June 8 at 7:00 p.m.

The workshops will be held in one of the community meeting rooms at:

North Wales Library  
233 S. Swartley Street  
North Wales, PA 19454

The workshops are free of charge and available to NWWA customers who have not attended a previous rain barrel/rain garden workshop. Registration is required and space is limited. Choose the date that's most convenient for you!

### Three easy ways to sign up:

- Online at [www.nwwater.com](http://www.nwwater.com)
- Email - [wizard@nwwater.com](mailto:wizard@nwwater.com)
- Call us at 215-699-4836.



# NWWA

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

## Know Your Water - Source to Tap

In the last issue of Water Rings we discussed the sources of water in the NWWA system. You can find that issue online at [nwwater.com](http://nwwater.com) or call our office to have one mailed to you.

In this issue you'll be learning about the treatment processes we use and how these processes ensure that our customers are receiving the finest quality drinking water available today from any surface water treatment plant in the United States.

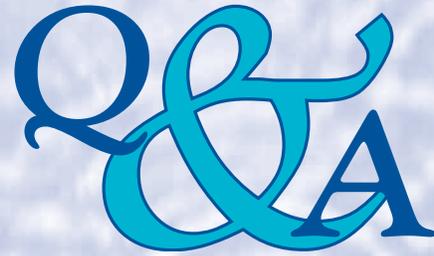
### *Treatment*

Our Forest Park Water (FPW) treatment plant is among the finest "state-of-the-art" facilities in the United States. Its most notable feature is the use of a "microfiltration" process that uses membranes, the filtration technology of the future. In 2007 FPW became one of the first and largest plants to complete a complex conversion from traditional media filters (anthracite/sand) to technologically advanced membrane filtration. Membranes provide a more effective barrier against the passage of potentially harmful pathogens (such as cryptosporidium and giardia) by achieving greater removal efficiencies of microscopic particles. In addition, membrane performance is unaffected by certain conditions that might otherwise negatively affect the quality of water produced by traditional filtration.

In addition to the robust physical barrier provided by membranes, ozone has been used since 1994 to provide a potent disinfection barrier. Although the use of ozone has become more prevalent in the United States, it remains an advanced treatment tool benefiting only a small percentage of public water suppliers.

While the production of safe water is our highest priority, we are equally committed to producing water that is pleasing to the senses. FPW is equipped with special treatment processes that effectively prevent objectionable tastes and odors from persisting through the treatment process and eventually reaching our customers' taps.

The aesthetic quality of the water is enhanced by ozonation followed by flow through Granular Activated Carbon (GAC) media filtration resulting in naturally occurring organic compounds being destroyed by ozone oxidation and removed by carbon adsorption. Other benefits of this two-stage treatment include: chemical pollutant removal/destruction, reduction of undesirable disinfection by-products, manganese removal and improved clarity.



**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 Doylestown, Horsham, Lower Gwynedd,  
Montgomery, New Britain, Upper Dublin, Upper Gwynedd,  
Warminster, Warrington and Whitpain Townships.**