

water rings

January - March 2022

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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 28 and continuing through May 31. 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 28 - May 27 (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 28 - April 11 (including the Delaware Valley Industrial Park and Llewellyn, Annasmead, Baker and Llanfair Road sections of Lower Gwynedd Township)

Whitpain Township - April 12 - 27

Lower and Upper Gwynedd Townships & North Wales Borough - April 27 - May 31 (including Normandy Farms, Normandy Farms Estates, Windermere and Amberley Sections of Whitpain Township)

Warrington Township - Fall 2022 Additional information will be provided at that time.

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 our 24-7 Customer Service line at 215-699-4836.

Why Flush Hydrants?

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.

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, under the regulations of the Pennsylvania Clean Streams Laws, the Authority cannot release water with a disinfectant residual into the environment. Therefore, water released during the flushing operation is directed through special diffusers that introduce vitamin C into the waste flow. The vitamin C neutralizes the disinfectant residual making it safe to discharge into storm sewers, culverts and any receiving natural waterway. In this way, we are stewards of the environment we all share.



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Kids Zone - A Complete Water Education Resource

Did you know there's a section of our website that is completely devoted to water education from a kid's perspective? It's called Kids Zone and is found at www.nwwater.com/go/kids.

Kids of all ages will find fun games, online coloring pages, interactive lessons, and even a variety of projects and experiments that can be done at home. For teachers there is a section of hands-on classroom experiments for grades K - 12.

The water utility industry offers many career opportunities, ranging from engineers and scientists to environmental educators and regulatory staff to customer service representatives and field workers who install and maintain water main. To help children plan their career path, a complete list of opportunities is also found in the Careers in the Water Industry section of the Kids Zone.

Payment Arrangements

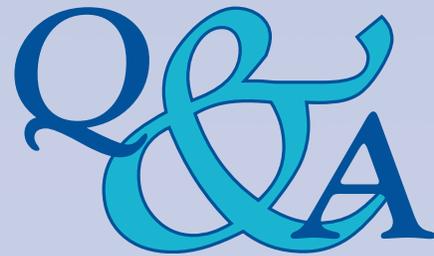
We never want one of our customers to have their water shut off. If your family is experiencing difficult financial times we want to assist you if we can. We will be happy to discuss a payment arrangement schedule that makes sense for you. Please contact us at 215-699-4836 or by email at wizard@nwwater.com for more information.

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 put a fresh glass of tap water by my bed each night and wake up to it tasting decidedly off flavor. Why does tap water go stale overnight?*

A: The taste difference is usually subtle and hard to describe, but the biggest factor is temperature. Tap water is delivered through underground pipes that keep the water cool. Some customers may even add ice or drink refrigerated water. The colder the water, the more dissolved gases it will retain. As water warms it will expel some of these gases, especially dissolved oxygen.

As water rises to room temperature, its aroma and bouquet open up. People often use 'taste' interchangeably to mean 'smell,' and smell is a function of molecules reacting with the cells in our nose. The warmer the water, the faster the molecules are bouncing around and the more noticeable the aroma.

Temperature is only part of the story as there is chemistry involved. Dissolved gases are another part of the taste of water. As water sits out, small amounts of carbon dioxide from the air dissolve into the water. This forms a mild carbonic acid which lowers the pH slightly and can change the taste. Tiny amounts of other atmospheric gasses may also dissolve into the water. It's very difficult to have an uncompromised glass of water for very long.

Finally, microbes from the air within your home enter the equation since the disinfection residual of the water dissipates rapidly when exposed to air. Airborne mold spores and bacteria, to which some humans are incredibly sensitive, can start forming in a relatively short period of time.

Overnight exposure to the air in your bedroom will not do anything to make your water unsafe to drink. The water may taste a little different and now you know some of the reasons why.

**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.**