

water rings

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Tips for Maintaining Water Quality in Your Home

Ensuring quality tap water is a responsibility that is shared by NWWA and its customers. We take great pride in delivering the finest quality water to your home. To maintain the high quality level once the water enters your home, be sure you develop a routine for flushing your hot water heater and cleaning out your faucet aerators.

Maintain Your Hot Water Heater

Your water heater may be one of the appliances in your home you take for granted—until it stops working and you wind up in a cold shower. Over time sediment, minerals and metals can build up in your water heater tank, impacting water quality and minimizing household water pressure. By implementing an annual maintenance plan you could extend the life of your hot water heater, while ensuring water quality.

How often you should drain and flush your hot water heater depends on the number of people

in your home. In general, the more you use your water heater, the more often it needs maintenance. Refer to the manufacturer's instructions that came with your water heater or consult with a qualified plumber.

Clean Out Faucet Aerators

Most faucets in the home have aerators at the tip. These are mini strainers that usually screw onto the faucet for the purpose of catching small sediment that may have entered the water from the hot water heater or the home's plumbing. They are also great money-saving devices because they reduce the amount of water used by lowering the flow rate.

It's important to regularly unscrew and rinse off the aerator to remove any particles that may have collected there. When you're no longer able to remove hardened deposits, the aerator should be replaced.

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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Keep Your Energy Bills Out of Hot Water

Water heating is the third largest energy expense in your home. It typically accounts for about 12% of your utility bill. There are four ways to cut your water heating bills: use less hot water, turn down the thermostat on your water heater, insulate your water heater, or buy a new, more efficient model.

Some specific energy-saving tips include:

- Install aerating, low-flow faucets and showerheads.
- Repair leaky faucets promptly. A leaky faucet wastes gallons of water in a short period of time.
- Lower the thermostat on your water heater. Water heaters sometimes come from the factory with high temperature settings, but a setting of 120°F provides comfortable hot water for most uses.
- Insulate your electric hot-water storage tank, but be careful not to cover the thermostat. Follow the manufacturer's recommendations.
- Insulate your natural gas or oil hot-water storage tank, but be careful not to cover the water heater's top, bottom, thermostat, or burner compartment. Follow the manufacturer's recommendations. When in doubt, get professional help.
- Insulate the first 6 feet of the hot and cold water pipes connected to the water heater.
- If you are in the market for a new dishwasher or clothes washer, consider buying an efficient, water-saving ENERGY STAR model to reduce hot water use.

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 for more information.



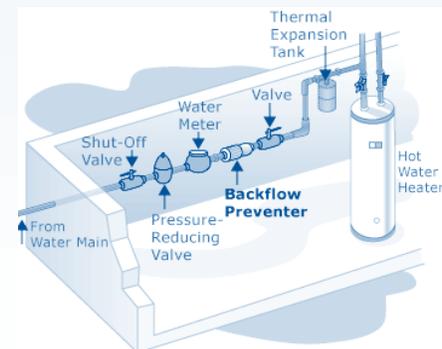
Q: *Where is my emergency shutoff valve located?*

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 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.



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