

# water rings

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## Winter is Coming!

It's not too soon to think about the coming cold weather months and what needs to be done to protect the plumbing in your home.

### Protecting Water Pipes

To prevent the mess and aggravation of frozen water pipes, protect your home, apartment or business by following the simple steps below.

#### Before Cold Weather

- Locate and insulate pipes most susceptible to freezing, typically those near outer walls, in crawl spaces or in the attic.
- Wrap pipes with heat tape (UL approved).
- Seal any leaks that allow cold air inside where pipes are located.
- Disconnect garden hoses and shut off and drain water from pipes leading to outside faucets. This reduces the chance of freezing in the short span of pipe just inside the house.

#### When It's Cold

- Let hot and cold water trickle at night from a faucet on an uninsulated or unheated outside wall.
- Open cabinet doors to allow more heat to get to uninsulated pipes under a sink or appliance near an outer wall.
- Make sure heat is left on and set no lower than 55 degrees.

#### If Pipes Freeze

- Make sure you and your family knows how to shut off the water, in case pipes burst. Stopping the water flow minimizes the damage to your home. Call a plumber and contact your insurance agent.
- Never try to thaw a pipe with an open flame or torch!
- Always be careful of the potential for electric shock in and around standing water.

## Have You Signed Up For Online Bill Payment?

Enrollment is easy! Simply log on to the North Wales Water Authority website at [www.nwwater.com](http://www.nwwater.com) to sign up. First time enrollees even get a 1,000 gallon credit on their next bill! Visa, MasterCard, Discover and debit cards are accepted.

#### Why pay your water bill online?

- Save money on postage
- Pay your water bill wherever you are – home, work, or on the road
- Check your account balance at any time
- Look up your account history whenever you want

When registering for online bill payment, sign up for Electronic Notification. With Electronic Notification, you'll receive an email from us letting you know when your bill is ready (you will no longer receive a paper bill). The email will contain a link directly into our Pay Online Program. Receive up-to-date information and eliminate the paper bill.

Because your life is busy we offer online bill payment as another convenient way to pay your water bill. Pay your water bill online...it is secure, fast and EASY!



# NWWA

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## Get to Know Us - NWWA's Customer Service & Accounting Teams

Any time you contact our office...either by phone, in person, by way of a general email or with traditional mail...you'll come in contact with someone from our Customer Service team. Our Customer Service team keeps very busy! In 2006 they processed 25,243 customer contacts.

With over 59 years of experience between them, they are experts at quickly resolving any customer service issue they encounter. One of the reasons that our Customer Service staff is so efficient is because of their team approach to service. They are cross-trained in all aspects of departmental operations. This enables them to meet customer needs without passing them from person-to-person.

Their goal is to resolve customer inquiries on the first call or contact with our office. To that end, any member of the team can answer billing, metering and water quality questions, trouble-shoot minor service-related issues, schedule appointments and process customer payments.

Our Accounting team is the backbone of the entire organization. Almost all activities in the Authority involve an accounting transaction, so they are the glue that binds every employee and department together. With almost 30 years of experience between them, they are seasoned professionals.

Our accountants utilize Accounting Best Practices to enhance and optimize the Authority's bottom line and they pursue continuing education to stay current with advancements in the field.



**Q:** *With all the attention in the news concerning lead in consumer products, what are the lead levels in our water?*

**A:** Lead is rarely found in the source waters of this area and has never been detected in the water supplies of the Authority. Lead enters tap water of our customers primarily as a result of corrosion of pipes, solder and other household plumbing materials. Lead levels in tap water are generally at trace levels, with the highest levels occurring after prolonged periods of non-use. The use of water conditioning equipment or the grounding of electrical components to water lines can also contribute to lead in tap water.

The Authority continually monitors water quality parameters of the drinking water throughout the system to assure our customers that exposure to lead via the drinking water supply is minimized.

Exposure to lead has long been recognized as a cause of adverse health effects in humans. Lead is a highly toxic metal and elevated levels can interfere with the formulation of red blood cells, cause reduced birth weight or premature birth, delay physical and mental development in babies and young children and impair mental abilities in children in general. In adults, lead can increase blood pressure; interfere with hearing, cause anemia, kidney damage and mental retardation.

The established action level for lead in drinking water is 15 parts per billion. The US-EPA's goal is set at zero because of the lack of a clear threshold for other non-carcinogenic effects and the fact that lead blood levels in a large number of children exceed that known to cause adverse health effects.

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