waterrings

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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 25 and continuing through May 28. 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 25 - May 17 (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 25 - April 12 (including the Delaware Valley Industrial Park and Llewellyn, Annasmead, Baker and Llanfair Road sections of Lower Gwynedd Township)

Whitpain Township - April 15 - April 30

Lower and Upper Gwynedd Townships & North Wales Borough - April 22 - May 28 (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. We are available 24-7. Our Customer Service Representatives are available between 8:00 a.m. and 5:00 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.

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. 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, 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 water way. In this way, we are stewards of the environment we all share.

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This Issue

Annual System Flushing 1

Bill Payment Options
Kids Zone 2
Q & A - Emergency Shut-Off Valve

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. The remittance address is: P. O. Box 95000-1138, Philadelphia, PA 19195-1138.
- **In person.** Stop by with your check, cash or credit card anytime Monday - Thursday 8:00 - 5:00 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.

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.

Q&A

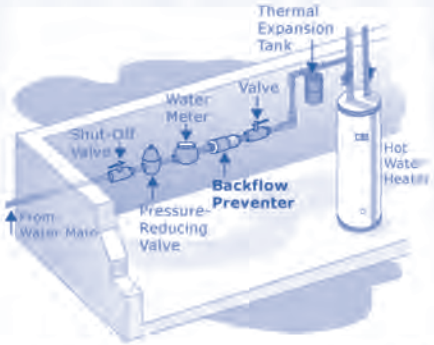
Q: Where is my emergency shutoff valve located?

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.



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.