

water rings

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Lead & Copper Testing - We Need You!

Background

To ensure you receive the best water quality possible, both the Federal and Pennsylvania Safe Drinking Water Acts require us to monitor for lead and copper in your drinking water. Because NWWA has never detected lead or copper in our source water, customers do voluntary sampling in their home. It is the only monitoring we do that relies completely on our customers' participation.

The US-Environmental Protection Agency has asked us to target sampling in homes constructed between 1983 and 1987, as they have the potential of increased lead and/or copper levels in the tap water due to leaching of lead-based solder that may have been used in the plumbing system. The Pennsylvania Department of Environmental Protection also requires that we validate the presence of lead-based solder in these homes.

How You Can Help

We need you if your home was built between 1983-1987! We will provide a free Lead Check kit that consists of a simple test swab to be used on the solder of your household plumbing. You can either perform the test yourself or request a NWWA operator to visit your home to perform the check for you.

Test kits are available for pick up at our office if you wish to perform the test on your own. You'll get immediate results and will know if lead is present if the swab turns pink!

If you are interested in performing the Lead Check test, please call our office at (215) 699-4836, Monday through Friday between 8:00 am and 4:30 pm or email Vanessa Curran at vcurran@nwwater.com.

What's Next

If the test is positive for lead, we will request that your home be added to our lead and copper monitoring list. Participating is simple. It's a one-time test done every three years and we provide all supplies you'll need along with full instructions. Our next monitoring will occur in the summer of 2019.

Testing for lead and copper in your water is incredibly important. Your test results show whether there is a harmful presence of lead or copper in your drinking water. Too much lead or copper can lead to negative health effects such as damage to the brain, kidneys, and impaired childhood development.

Note that lead and copper in drinking water often originates from your household plumbing. These constituents have never been detected in NWWA's source water.

Improving Customer Service

In 2019 we will be rolling out new customer service software that will offer you an easy-to-use interface with access to even more account information.

- You asked for it! You will have many more payment options, including automatic credit card payments, one-time bank transfers, etc.
- You'll still be able to access your account information at any time convenient for you, 24 hours a day, 7 days a week.

• The new software will integrate with all our other internal software programs which means streamlined, efficient service for you.

• And you'll be able to access your account information from any device. There is no need to download a specific app.

Stay tuned for more news in future Water Rings!



NWWA
North Wales Water Authority

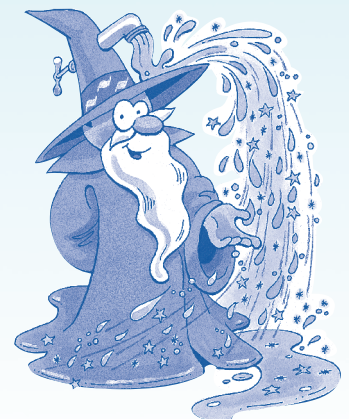
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This Issue

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Q & A - 811 Colors Explained



Know What's Below. Call Before You Dig.

Keep your home and neighborhood protected and connected by knowing what's below and always calling 811 before you dig.

Pennsylvania law requires you to contact PA One Call at least three business days before you begin any excavation project so that utilities can mark the location of any of their underground facilities that might be in the area.

Knowing the approximate location of your buried lines before each digging project helps protect you from injury and the consequences that can result from accidentally damaging a buried utility line. The depths of utility lines vary, and there can be multiple utility lines in the same area.

Damages to underground utility lines can disrupt service to the entire neighborhood, potentially harm diggers and damage the environment.

Avoid High Usage Surprises

If you have a lawn irrigation system or swimming pool, you can avoid high usage surprises by monitoring your water use in the warmer months. One way to do this is to take a meter reading before and after watering your lawn or filling your pool. Having this figure will enable you to determine how much of your water use was in the home versus outdoors.

Taking these meter readings is also a good way to check for leaks in your system. If no one is using water indoors or outside and the meter is running, chances are you have a leak. Even small leaks can translate to big water bills.

Save Your Family/ Save Your Wallet

This spring, when you put fresh batteries in your smoke detectors, you should also check on your water consumption. Minor leaks in your plumbing system can lead to major increases in your water and sewer bills. Check your toilets, faucets, laundry tub, irrigation system and all outside hose bibs for leaks and drips .

Save your family by changing the batteries in your smoke detectors and reviewing your family's fire safety plans. Save your wallet by checking for leaks and conserving water.



Q: After I've called 811 and the utilities come out, what do all the different colored marks left behind mean?

A: Calling PA One Call or 8-1-1 before digging is important because knowing the location of buried utility lines helps to protect you and others from injury. This service is provided free to you by your local utilities.

Utility workers responding to PA One Call will mark the location of their lines using different colors of paint, to represent their particular utility. The colors and the utilities they represent are:

Red=electric power lines, cables conduit and lighting cables

Yellow=gas, oil, steam, petroleum or gaseous materials

Orange=communication, alarm or signal lines, cables or conduit

Blue=potable water

Purple=reclaimed water, irrigation or slurry lines

Green=sewer and drain lines

It is important that these marks remain visible and unaltered until all excavation in the area has been completed. Removing, moving or otherwise tampering with marks for underground utility lines can cause interruption of service for you and your neighbors and may result in costly repairs that could increase your monthly utility bills. It could also result in injury or even death to those in the immediate vicinity.

Tampering with these underground facility marks, even those on private property, is a violation of the Pennsylvania Utility Line Protection Act 287, as amended. Conviction can result in a fine of up to \$50,000, or imprisonment of up to 90 days, or both, not to speak of any civil liabilities in the matter. If you witness or suspect that someone has tampered with underground facility marks, please immediately call 8-1-1!

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