

waterrings

July - September 2019

Volume 14, No. 3

COMING SOON - More Payment Options At Your Fingertips

We know paying your utility bills isn't your favorite thing to do, so we're making it as easy as possible for you to make a water payment.

Later this year, we will be launching a new user-friendly, electronic payment system. You can look forward to being able to:

- Pay your water bill anytime 24/7 via an easy-to-use online portal
- Manage your account and view up to two years of payment history
- Receive email reminders when your bill is ready, when a scheduled payment is pending and a confirmation after making a payment
- Make a one-time payment or register to

gain access to all features

- You choose when to pay – simply schedule a payment for any future date (before the due date)
- Set it and forget it with AutoPay...save time and avoid late or missed payments
- On the go? Use Pay by Text to get text notifications about your bill and have the option to pay through text message with your default payment method

And the best news of all – It's FREE! There are no added fees for to utilize any of these great new payment features. So mark your calendar for September...soon, you'll be able to put away your checkbook and pay electronically!

Improving Customer Service

Background

As we explained in our last issue, we are required by both the Federal and Pennsylvania Safe Drinking Water Acts 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.

How You Can Help

We need you if your home was built before 1950! We will provide a free Lead Check kit that consists of a simple test swab to be used on the small section of pipe between your water meter and the outside wall. 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.

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.



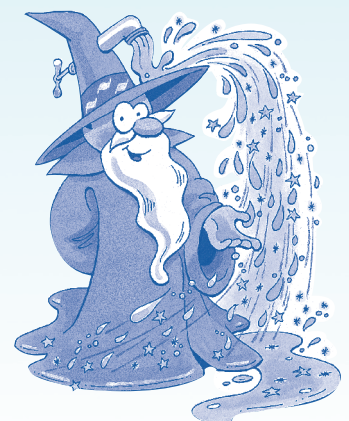
NWWA
North Wales Water Authority

PO Box 1339
200 West Walnut Street
North Wales, PA 19454-0339
215-699-4836
www.nwwater.com
wizard@nwwater.com



This Issue

New Payment Options	1
Lead and Copper Sampling	
Pool Safety	2
Q & A - Water Quality Report	



Swimming Pool Safety

Now that summer is here, private and public pool owners, as well as pool management companies, should remember that pool and chlorinated wastewater must be handled responsibly.

Old water must be disposed of properly and wastewater containing chemicals such as chlorine and muriatic acid should be neutralized.

Where allowed, the wastewater should go into the sanitary sewer - not into storm sewers. If sanitary sewers cannot be accessed, the wastewater should be hauled off-site for disposal at an approved treatment facility.

When chlorinated water is drained from a swimming pool into a storm sewer, it quickly makes its way to a stream or other body of water, where aquatic life is damaged or killed. Discharging swimming pool water to Pennsylvania's waters without a permit violates the Clean Streams Law, and property owners and pool companies who violate this law may be prosecuted and penalized for damages.

To view or print a copy the PA Swimming Pool Wastewater Guidelines, visit:

www.nwwater.com/go/pool

Also, be sure to contact your local municipality regarding potential local ordinances.

Landscaping Tip

Please be aware of Authority components when landscaping your home or business. It is very important that curb boxes, valve boxes, fire hydrants and blow off valves remain free of vegetation and other cover to allow for immediate access in times of emergency.

Also, please check with our office before repaving your driveway. This will allow us to check to see if curb boxes that might be in the driveway need to be repaired or raised.

If you have questions about any of our components on your property, please send us an email at wizard@nwwater.com or give us a call at 215-699-4836.



Q: *I thought the Authority tested for a lot of things in the water. Why does it appear there are very few results in your recent Water Quality Report?*

A: Every community water system in the United States is required by law to provide each direct and indirect consumer with a complete water quality report, also known as a Consumer Confidence Report (CCR). This annual report lists any regulated contaminant, as posted on the National Primary Contaminants List, detected during routine testing from the beginning of the treatment process and throughout the entire water distribution system.

Although the Authority is directed by the Pennsylvania Department of Environmental Protection to routinely monitor and report on over one hundred (100) regulated contaminants in the water we supply, guidelines for the CCR require that only those constituents that were actually detected be publicized.

When the CCR ruling was originally initiated the results for all tests performed were listed. The CCR tables were quite large and contained much more information than they do today. We learned that the tables were too confusing for our customers because the majority of the test results either had a zero value or were "non-detectable."

A listing of all National Primary and Secondary drinking water contaminants can be viewed at www.epa.gov/safewater. For the most current list of our monitoring results, please visit www.nwwater.com/go/quality.