

# water rings

January - March 2017

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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 27 and continuing through May 26. 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 27 - May 19 (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 27 - April 12 (including the Delaware Valley Industrial Park and Llewellyn, Annasmead, Baker and Llanfair

Road sections of Lower Gwynedd Township)

Whitpain Township - April 10 - April 26

Lower and Upper Gwynedd Townships & North Wales Borough - April 24 - May 26 (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 5:30 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.



**NWWA**  
North Wales Water Authority

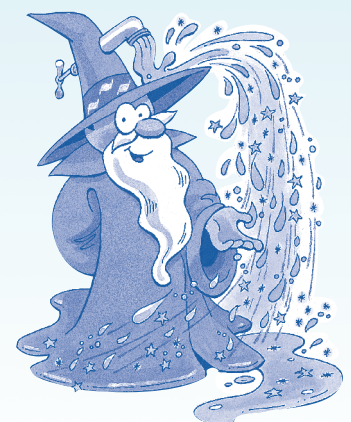
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Water Service Line?



## 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. Our mailing address is: P. O. Box 1339, North Wales PA 19454.
- **In person.** Stop by with your check, cash or credit card anytime Monday - Thursday 8:00 - 5:30 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](http://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.

## Beware of Utility Imposters!

Unfortunately, reports of criminals posing as utility workers seem to be on the rise. Keep these tips in mind to keep you and your family safe.

- NWWA employees rarely visit a customer's house without an appointment.
- All of our inspection, metering and service crew team members carry a photo ID badge and wear a uniform with the NWWA logo on it.
- In almost all cases, our employees travel in clearly-marked Authority vehicles. The majority of our trucks are white and have North Wales Water Authority and our logo printed on them.

If you are ever uncomfortable, we encourage you to call our office at 215-699-4836 to verify that one of our employees is in your area.



### **Q:** How do I determine if I have a lead water service line in my home?

**A:** If your home was built prior to 1940 and has not had the water service line replaced, you should determine whether you have a lead service line. The service line is the pipe that connects your household plumbing to the water main in the street. Lead service lines are generally a dull gray color and are very soft. They can be identified easily by carefully scratching them with a key or coin. If the pipe is made of lead, the area you've scratched will turn a bright silver color. Do not use a knife or other sharp instrument and take care not to puncture a hole in the pipe. Please note that galvanized piping can also be dull gray in color. A strong magnet will typically cling to galvanized pipes, but will not cling to lead pipes. Lead service lines can be connected to the residential plumbing using solder. They have a characteristic solder "bulb" at the end or a compression fitting or other connector made of galvanized iron or brass/bronze. A licensed plumber would be able to inspect the service line and make the determination for you.

If your home has a lead service line, it is likely that other sources of lead exist in the home as well. Community health departments may offer free or low-cost lead assessments of the home to help homeowners identify and mitigate all sources of lead. If your service line cannot be accessed to determine whether it contains lead, you may opt to have your water tested by a certified laboratory.

According to the Pennsylvania Department of Health, the primary source of childhood lead poisoning in Pennsylvania continues to be exposure to aging, deteriorating lead-based paint (chips and dust), and not drinking water. If your home was built before 1978, it's possible it could have lead-containing paint. Lead can also be found in some jewelry, makeup, toys and dishware.

**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.**