

# water rings

October - December 2011

Volume 6, No. 4

## Winterizing Tips

During the cold weather months, there are simple things you can do to help prevent frozen pipes and leaks in your home.

- Fit exposed pipes with insulation sleeves or wrapping to slow heat loss.
- Seal cracks and holes in outside walls and foundations near water pipes with caulking.
- Keep a slow trickle of water flowing through faucets connected to pipes that run through an unheated or unprotected space.



- Remove all hoses from outside faucets and shut them off from the inside. Leave the fixtures open to drain.

- Secure and drain all underground lawn sprinkler systems.

- If you plan to be away for an extended time during the winter months, it is very important to maintain minimum temperatures in your home to prevent freezing of the interior plumbing fixtures.

Remember, your indoor plumbing is your responsibility. Protecting your pipes saves water and money!

## Billing Options to Simplify Your Life

Did you know we offer five convenient ways to pay your bill? You may pay your water bill:

1. By mail,
2. In person at our office,
3. Using a credit card,
4. On-line or
5. Through our AutoFlow program.



To pay your bill in person, by mail or with a credit card, you may reach us at:

200 West Walnut Street  
P.O. Box 1339  
North Wales, PA 19454-0339  
216-699-4836

On-line bill payment requires you register, if you haven't already. To register you'll need your account number, an email address and the amount due from your current bill. To sign up, visit: [www.nwwater.com](http://www.nwwater.com) and click "Pay On-Line."

AutoFlow is an automatic bank account withdrawal system. Just go to:

[www.nwwater.com/go/autoflow](http://www.nwwater.com/go/autoflow)

and print and complete the application form. Attach a voided check or savings account deposit slip to the application and mail the completed form and voided slip to our office.

## What is That Funny Barcode?

In case you're wondering, that barcode in the Billing Options article is called a QR (or Quick Response) Code.

QR codes are a special type of barcode which hold encoded information like text and URLs. The codes are read using the camera in a smart

phone using a barcode reader application. They provide smart phone users a fast and easy way to get more information on a particular topic.

We plan to use QR codes more often in our printed communications so be on the look out for them!



North Wales Water Authority

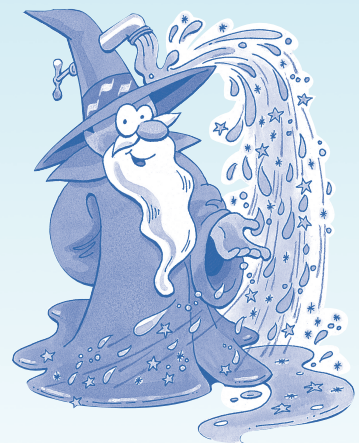
PO Box 1339  
200 West Walnut Street  
North Wales, PA 19454-0339  
216-699-4836  
[www.nwwater.com](http://www.nwwater.com)



## This Issue

Winterizing Tips 1  
Convenient Bill  
Payment Options

Financial Troubles? 2  
Low Pressure?  
Calendar of Events  
Q & A - Sump Pumps



Water Rings is printed on 100% recycled paper using soy-based ink.

## Payment Arrangements

We never want one of our customers to have their water shut off. If your family is experiencing difficult financial times we want to assist you if we can. We will be happy to discuss a payment schedule that makes sense for you. Please contact us at 215-699-4836 or by email at [wizard@nwwater.com](mailto:wizard@nwwater.com) for more information.

## Common Causes of Low Pressure

If you are experiencing low pressure or volume throughout your entire house, before calling our office check the following:

- Has any plumbing work been done lately? If so, check all your main and shut-off valves to be sure they are wide-open.
- Do you have a pressure-reducing valve (PRV) installed? If so, it may be out of adjustment or need to be replaced.
- Your home may have a PRV, but not need it. A PRV installed in a low pressure area will greatly restrict volume or flow.
- Is there a water softener in your home? It may be malfunctioning or starting to 'bind-up.' By-pass it to see if flow is restored.
- Do you have a whole house filter? If so, check and/or replace the filter cartridge.

If you experience low pressure at one fixture:

- Has the fixture been repaired or replaced? New fixtures can be more restricted and may make it appear to be flowing slower than older fixtures.
- Check your aerators for debris and clean if necessary.
- If you have low pressure in your shower, the balancing or anti-scald valve may be malfunctioning and restricting flow. Also, some massage-type and hand-held shower heads may restrict and impede flow.

## Calendar of Events

Did you know our website includes a listing of community events taking place in our service area? There are also forms where you can request we post or even participate in your event. Check it out at [www.nwwater.com/go/events!](http://www.nwwater.com/go/events!)



**Q:** *I recently heard about water-powered sump pumps. Can you explain how they work and are they a good emergency option?*

**A:** In many homes the basement is no longer just a storage area. Many families now use the basement of their home for offices, family rooms, home gyms or playrooms. With growing concern regarding flooding outside the usual floodplain areas, some people are opting to install emergency water-powered sump pumps.

There are many reasons that a regular sump pump could fail and many times homeowners don't realize anything is wrong until the basement is beginning to flood. Bad storms can disrupt power, fuses or circuit breakers can fail, debris can clog the pump or the pump can become overloaded just by the amount of water and continued operation.

A water-powered sump pump functions by using the domestic water in your home and forcing it through an ejector pump. The decreased pressure created through the ejector draws water up from the existing sump pump pit and out of the home. A water-powered sump pump requires no electrical power, no battery and has no moving parts.

A drawback to the water-powered sump pump is that the operational cost is considerably higher to operate over time than an electric sump pump. This is a result of the pump being less efficient and the added cost of water used. However, water-powered sump pumps are usually configured to operate only in the event the primary sump pump fails.

Remember, no matter what type of sump pump you use, it should not be discharging into the sanitary sewer system.

**Water Rings is published Quarterly to Serve Our Customers in:  
North Wales Borough and Doylestown, Horsham, Lower Gwynedd,  
Montgomery, New Britain, Upper Dublin, Upper Gwynedd,  
Warminster, Warrington and Whitpain Townships.**