



# WATER RINGS

## **In This Issue:**

- 1. Credit Card Acceptance**
- 2. New Shut-off Procedures**
- 3. Water Consumption**
- 4. Your Questions Answered**

## **A New Value-Added Service: Expanding Payment Options**

The North Wales Water Authority continually seeks ways to better serve our customers. Recently, we have been receiving numerous requests to accept credit and debit cards.

We are happy to announce beginning May 1, 2004, the Authority will be accepting credit cards for water bill payments. This new value-added service will give you an additional option when paying your water bill. We will accept Visa, Mastercard, Discover and Debit Cards.

This will be just the first step in expanding our payment options for our customers. The second phase we are currently working on will be Electronic Bill Payment and Presentment (EBPP).

EBPP will allow customers to take advantage of available technology and allow North Wales Water Authority to provide improved customer service. EBPP will give customers the convenience of electronic payment at any time and the control of reviewing each payment before it goes out.

This new value-added service will be a convenience factor for our customers since it is paperless and it is a one-step process. And, with this technology, the internet basically replaces the post office as the delivery agent.

EBPP will be a service that customers sign-up for through our current website. It will be a minimal step process that will be streamlined for your convenience.

Mark your calendar for Fall 2004, the projected schedule for EBPP to go on line. For future updates, please view our website at [www.nwwater.com](http://www.nwwater.com). We will also be sending out more detailed information as we get closer to the program launch date.



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## YOUR QUESTIONS ANSWERED

**Question:** *Do we really need to drink the suggested eight eight-ounce glasses of water a day?*

**Answer:** The eight-glass standard appears to be a myth as no one has been able to produce a single study saying that's what people should do. The bottled water industry promotes this 'one size fits all' prescription for daily water consumption. However, a growing number of experts are beginning to question the standard's scientific validity and safety.

While some caution that drinking too much water may increase the risk of hyponatremia (a condition resulting from replacing lost body fluids much faster than sodium), other experts insist that the majority of us are chronically under hydrated and should drink more water. Dehydration, however, is mainly a problem among those suffering from other illnesses, such as diabetes, or those who undergo extreme exertion.

Fitness organizations have toned down their hydration messages and are now suggesting that thirst may be the best indicator of how much water a person should drink. While all this may be confusing, what now seems clear is that each individual should work out his or her own daily water requirements, preferably with the help of a qualified professional. Some factors to be considered include weight, physical condition, level of physical activity and climate.

# New Shut-off Procedures

Effective July 1, 2004, the following new shut-off procedures will be in effect:

### Quarterly Billed Accounts

- 5 % penalty assessed on 6<sup>th</sup> day after due date
- Final notice mailed 16 days after bill was due – informs customer (and owner of property) that shut-off will occur 40 days after due date, if not paid in full
- Posting notice will be posted or mailed on 28<sup>th</sup> day after invoice was due, shut-off will occur 40 days after invoice was due

### Monthly Billed Accounts

- Shut-off 50 days after invoice was due
- New bill that includes new charges, penalty and delinquent charges will be issued 30 days from original bill
- 40 days after original bill, posting notice will be posted or mailed to customer (and owner, if applicable) notifying them that the water is to be turned off 50 days from original due date

## Water Consumption Up?

Did you know that the number one reason for an increase in water consumption is generally a leaky commode? A leaky commode can waste more than 90 gallons of water per day, which equates to approximately 2,800 gallons per month and 33,000 gallons per year! If you do the math, the dollars can certainly add up quickly.

To make sure your toilet is not leaking, you can perform a simple dye test. Dye tablets are available from the Authority or you can simply use some food dye. Place the tablets or dye in the tank of your commode and leave it for 15 minutes. After the 15 minutes, look into your bowl. If there is color in the bowl, you have a leak. More than likely you need a new flapper. After you install your new flapper, conduct the dye test again. If you are still seeing dye in your tank, you may need to replace the entire flush valve.

For more conservation tips, please visit our website at [www.nwwater.com](http://www.nwwater.com).

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.