

water rings

October - December 2020

Volume 15, No. 4

How Water Wise Are You?

We want you to know as much as possible about your tap water.

- Do you know the source of your tap water?
- Do you know how the water gets treated before it gets to your home?
- Do you know how your water is monitored and tested?
- Do you know that you play an important role in maintaining the water quality in your home?
- Did you know that we need you to help protect water sources?

No matter how well you did on our quiz, you can get all the answers to these questions and many more on our website.

Visit www.nwwater.com/go/videos to see where your water comes from and learn about our Forest Park Water Treatment facility and the state-of-the-art treatment processes they use.

On the Videos page you'll also be able to learn about the various types of water sources and the importance of protecting our water supply and how you can help.

Learn more about your tap water's quality by visiting www.nwwater.com/go/quality. There you will find a comprehensive listing of the constituents we monitor for and the testing results for our most recent calendar year. By clicking on the FAQ tab you'll have access to additional valuable water quality information.

Click on the Conservation tab to learn all about saving water - from reducing your consumption to fixing leaks, to ways of helping the environment by using rain barrels or planting a rain garden.

Finally, by visiting the Resources/Literature page, you can download or request printed copies of various water quality, treatment, and conservation brochures.

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!



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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.
- Or 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.

Plumbing Repairs? Read This First!

If you are having plumbing work done that requires your water to be turned off at the outside curb stop, please call us at 215-699-4836 to do it. We will come out for free!

Not only can this simple call save you money, it could also save you time. Your plumber might not be able to find the stop or might damage it when attempting to shut it off which would require us to come out for repairs. It's best to call us first!



Q: *Is it true that the bathroom is where over half of household water usage takes place?*

A: Approximately 60% of household water usage happens in the bathroom. As such, updating old leaky fixtures and changing a few basic habits can go a long way to not only saving water, but also money.

Undoubtedly, the toilet is the biggest water hog in the bathroom. Older model toilets can use up to 7 or 8 gallons of water per flush, up to 5 times what modern toilets use. It is a good idea to replace older model toilets if you can.

Plumbing leaks are another source of wasted water. Again, toilets are the major culprit. The Authority has dye tablets available for testing, or you can use regular food coloring. Test your toilets by putting 5-10 drops of food coloring into the tank, then put the cover back on but do not flush. Check back in 10-15 minutes to see if any of the colored water has leaked from the tank into the bowl. If so, you have a water-wasting leak and it is time to repair or replace that aging toilet. Replacing an older toilet with an ultra-low volume (ULV) flush model can represent a 70% saving in water flushed and cut total indoor water usage by about 30%.

The shower can also be problematic as a waterwaster, especially if your shower head was manufactured before new water-saving regulations went into effect. New, low-flow shower heads are relatively cheap and a good investment as you can save water and energy with every ensuing shower. Even with a new shower head, a moderately short shower can still use between 20 to 30 gallons of water.

**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.**