

water rings

January - March 2021

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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 22 and continuing through May 28. 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 22 - May 14 (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 22 - April 9 (including the Delaware Valley Industrial Park and Llewellyn, Annasmead, Baker and Llanfair Road

sections of Lower Gwynedd Township)

Whitpain Township - April 12 - 27

Lower and Upper Gwynedd Townships & North Wales Borough - April 19 - May 28 (including Normandy Farms, Normandy Farms Estates, Windermere and Amberley Sections of Whitpain Township)

Warrington Township - Fall 2021 Additional information will be provided at that time.

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 4:00 p.m. Monday through 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 waterway. In this way, we are stewards of the environment we all share.



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Online Bill Payment

There are two bill payment options on our Link customer payment portal. To access Link, go to www.nwwater.com and click on the green “Online Bill Pay” button. This button is on every page of our website, either in the top right corner or at the top of the Customer Service menu on the left side of the page.

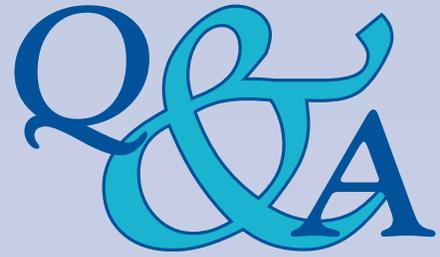
OPTION #1 - REGISTRATION Registering on our Link payment portal allows you to see account information online and enroll in Paperless Billing and/or Autopay. To register you will follow these steps:

- Create a UserName (Select one that will be easy to use. It CANNOT be your email address.)
- Create a Password (Select one that will be easy to remember and meets the criteria.)
- Confirm the Password.
- Enter your 8-digit Customer Number: This can be found on the top, left-hand corner of your bill. It is the first number listed in the Customer-Account # field.
- Enter your 5-digit Account Number: This is the second string of numbers in the Customer-Account # field of your bill.
- Enter your email address.
- Confirm your email address.
- Click on “Register.”

Once you click on “Register” an email will be sent to the email address you entered, requiring you to verify your registration information. You must open the email and click on the appropriate link. Please make sure to check your Spam/Junk folder for this email as it may have landed in one of those folders instead of your Inbox.

OPTION #2 - ONE-TIME PAYMENT This option allows you to make a payment without registering. You will not be able to enroll in Paperless Billing and/or Autopay with this option. To make a one-time payment you will follow these steps:

- Enter your Customer-Account Number in this exact format: 98765432-12345
- Enter the Secure Code as displayed on your screen. The Security Code must be entered exactly as shown on the screen. Make sure the “Caps Lock” on your keyboard is off.



Q: *If wide-spread power outages occur, will we also lose water service?*

A: Although electrical power outages are on the minds of our customers due to recent weather events here and around the country, as a supplier of public drinking water we have been aware of the effects long-term power failure could inflict on our system and have planned accordingly over the years. We are proud of our many efforts to ensure our customers with an abundant supply of water that is safe and reliable under all foreseeable conditions.

The NWWA water distribution system is a gravity-type system. This means that we maintain adequate water levels in the nine storage tanks located throughout the system and pressure is generated by gravity. The water pressure in any area is solely determined by the difference in elevation of your property and the storage tank that serves your area. There is approximately a one-and-a-half to two-day supply of water, depending on usage requirements, available even if all electrical power to the region fails.

Our state-of-the-art Forest Park Water Treatment Plant, which produces over 90% of all water supplied throughout the system, was designed and constructed to receive power from two separate electrical feeds from the area's power grid. We can operate the plant at full capacity from either side and regularly switch back and forth as a maintenance function.

Additionally, Forest Park is equipped with two 2,250 kilowatt diesel generators that can provide backup electrical power.

**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.**