

water rings

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Checking for Leaks This Spring

Every spring, just as we change the batteries in our smoke detectors and move our clocks ahead, we should also get in the habit of checking for leaks.

Check hose bibs, garden hoses, underground sprinkler systems, and all water pipes that were exposed to the elements - especially with the cold we experienced earlier this winter.

Begin checking for leaks by visually inspecting all exposed pipes and fixtures for dampness. If you have a soft, wet spot on your lawn during a dry period or hear the sound of running water, you may have a leak in the service line to your house. To confirm if the water might be coming from your service line, close the main shut-off valve inside your house. If the sound of running water continues, the outside service line could be leaking.

Check your irrigation system when it's on. Look for popped sprinkler heads and other problems. The amount of water running through a faulty sprinkler head can add up quickly and they are pretty easy to fix.

If you have a pool, shut the auto leveler off for a few days and mark the water level. If the level drops significantly in a day or two, there's a good chance there's a leak in your pool's plumbing system.

Inside your home, check your water meter before bed and when you get up, before anyone runs the water. If the meter has moved, there's likely a leak somewhere in the house.

To check for leaks in your toilets, place a drop or two of food coloring in the toilet tank. If any color shows up in the bowl after 15 minutes, you have a leak. Be sure to flush immediately after the experiment to avoid staining the tank. Call our office or email us at wizard@nwwater.com and we'll send you dye tablets in the mail.

Leaking pipes waste your money, can cause property damage and should be immediately repaired. Early detection and repair will save you money and minimize damage.

Beware of Utility Imposters!

Our customers' security is very important to us. We want to remind you that a common scam is for criminals to pose as utility workers. Keep these tips in mind to keep you and your family safe.

- Our employees will NEVER ask for cash. All NWWA payments must be processed through our offices or our online payment portal.
 - If someone comes to your door claiming to be an NWWA employee and you're not expecting them, ask for identification. If you have any questions or concerns, call our office in Montgomery County at 215-699-4836 or Bucks County at 267-482-6940.
 - If they threaten you in any way, call 9-1-1 immediately.
- Learn about this and more on our website at: nwwater.com/go/security



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Know What's Below. Call Before You Dig.

Keep your home and neighborhood protected and connected by knowing what's below and always calling 811 before you dig.

Pennsylvania law requires you to contact PA One Call at least three business days before you begin any excavation project so that utilities can mark the location of any of their underground facilities that might be in the area.

Knowing the approximate location of your buried lines before each digging project helps protect you from injury and the consequences that can result from accidentally damaging a buried utility line. The depths of the utility lines vary, and there can be multiple utility lines in the same area.

Damages to underground utility lines can disrupt service to the entire neighborhood, potentially harm diggers and damage the environment.

Call 811 Before You Dig

Water Conservation Tips

Are you a wise water consumer? How many of these water conservation tips do you practice?

In The Bathroom

- Install low consumption (1.6 gal/flush) toilets. This can save up to 14,000 gallons of water per year.
- Turn off the faucet while brushing your teeth or shaving.
- Install a low-flow showerhead.
- Take showers instead of baths.

In The Kitchen And Laundry Room

- Run only full loads in the dishwasher and washing machines.
- Use a dishpan or plug the sink for washing and rinsing dishes.
- Install a low-flow aerator on all faucets.
- Do not pre-rinse dishes before loading in the dishwasher.
- Refrigerate a bottle of drinking water instead of letting the faucet flow until the water is cold enough to drink.
- Use the proper load-size selection on the washing machine.
- Instead of running water over fruits and vegetables to clean them, fill a bowl of water and use a brush.



Q: After I've called 811 and the utilities come out, what do all the different colored marks left behind mean?

A: Calling PA One Call or 8-1-1 before digging is important because knowing the location of buried utility lines helps to protect you and others from injury. This service is provided free to you by your local utilities.

Utility workers responding to PA One Call will mark the location of their lines using different colors of paint to represent their particular utility. The colors and the utilities they represent are:

Red=electric power lines, cables conduit and lighting cables

Yellow=gas, oil, steam, petroleum or gaseous materials

Orange=communication, alarm or signal lines, cables or conduit

Blue=potable water

Purple=reclaimed water, irrigation or slurry lines

Green=sewer and drain lines

It is important that these marks remain visible and unaltered until all excavation in the area has been completed. Removing, moving or otherwise tampering with marks for underground utility lines can cause interruption of service for you and your neighbors and may result in costly repairs that could increase your monthly utility bills. It could also result in injury or even death to those in the immediate vicinity.

Tampering with these underground facility marks, even those on private property, is a violation of the Pennsylvania Utility Line Protection Act 287, as amended. Conviction can result in a fine of up to \$50,000, or imprisonment of up to 90 days, or both, not to speak of any civil liabilities in the matter. If you witness or suspect that someone has tampered with underground facility marks, please immediately call 8-1-1!

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