

# water rings

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## Water Meter Replacements

In May 2022, the Authority started a multi-year, system-wide meter replacement program. Like all mechanical devices water meters degrade over time resulting in a decline in accuracy. We have determined, through a combination of statistical sampling of water meters throughout our system and along with the American Water Works Association (AWWA) recommendations, that the optimal economic age to replace water meters is every 20 years.

If your water meter meets the replacement criteria, your participation in the program is mandatory. Several weeks before we will be in your neighborhood, you will receive a letter from us in the mail letting you know that:

1. An NWWA representative will be in your area to locate the main curb stop shut-off valve, which is typically located somewhere in the front yard and
2. Once the shut-off valve has been located and deemed operable, the representative will leave a door hanger requesting that you contact the NWWA Customer Service Department to schedule an appointment.

We will make every effort to accommodate your scheduling needs. Appointments will be scheduled during the following hours:

Monday thru Thursday (8:00AM–3:00PM)  
Friday (8:00AM – 12:00PM)  
Saturday (8:00AM-11:00AM)

A responsible individual must be present.

During the replacement, an NWWA technician will need to turn your water off for approximately 30 minutes. During this time the tech will remove the old meter and install the new meter. He will also check the integrity of the wiring to ensure proper communication between the water meter and the radio remote reader, which is typically located on the exterior of the house. If deemed necessary, the technician will replace the radio unit.

You will have no problem identifying our employee. All NWWA employees will be uniformed and will be driving clearly marked NWWA vehicles. In addition, they are required to carry photo identification badges. If you ever have any questions about our employees, please call us at 215-699-4836.

Prior to our arriving for the replacement, please have a workspace cleared around the meter and secure any pets. If you have a finished basement, please have a 2' x 2' access panel opening with the meter centered. Having this access panel is also a maintenance benefit to you. In the event of a water emergency, you will need to access the main shut off valve.

There is no charge for the meter replacement as this is part of our on-going maintenance program.

If you have additional questions, please visit our website at [www.nwwater.com](http://www.nwwater.com).



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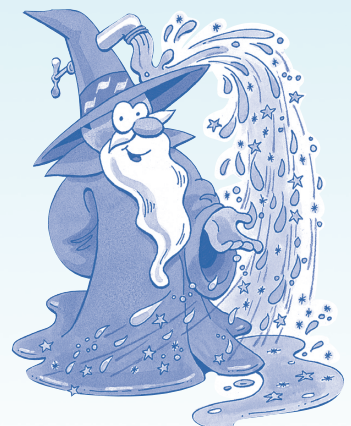
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## Winterizing Tips

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.

## Beware of Utility Imposters!

Unfortunately, reports of criminals posing as utility workers never seem to go away. Keep these tips in mind to keep you and your family safe.

- NWWA employees rarely visit a customer's house without an appointment.
- All of our inspection, metering and service crew team members carry a photo ID badge and wear a uniform with the NWWA logo on it.
- In almost all cases, our employees travel in clearly-marked Authority vehicles. The majority of our trucks are white and have North Wales Water Authority and our logo printed on them.

If you are ever uncomfortable, we encourage you to call our office at 215-699-4836 to verify that one of our employees is in your area.



**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.

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