waterrings

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Public Notification Reminder

As we discussed in the last two issues of Water Rings, the North Wales Water Authority is implementing a new customer communication system. This high-speed mass communication system will enable us to quickly and efficiently share important water-related information with our customers.

There are times when water service to your home or business might be interrupted or otherwise effected. This might be due to some kind of emergency situation, a main break in the area, hydrant flushing or service-related construction work. Participating in this program means that you will be notified quickly, within a very short time of the occurrence. Having this information will allow you to make other arrangements, take a detour, or make other proactive decisions.

You will receive a recorded message at the phone number you provide. If you have caller ID, the number that will appear is 877-699-2420 and the name will be North Wales Water Authority. If you have any problem hearing the message, you may also call that number to hear the recorded message again.

We will only contact you as critical situations require. We will not contact you with non-essential information. The number you provide will not be shared with any other organization.

Watch your mail for sign-up information. Fill out the form with the phone number where you prefer to be contacted. Your cooperation is needed to ensure you are contacted in a timely manner should the need arise.

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!

Services to Simplify Your Life

We offer several services aimed at simplifying your life.

- *AutoFlow* is the easy way to pay your water bills. It is an automatic bank account withdrawal system that is easy, convenient and absolutely free.
- *Online bill payment* provides you with another convenient way to pay your bill.
- *Lateral Maintenance* offers protection against costly repair bills for a leak in your water service.

To learn more about these services or to sign up, visit www.nwwater.com.

NWWA

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Keep Your Energy Bills Out of Hot Water

Water heating is the third largest energy expense in your home. It typically accounts for about 12% of your utility bill. There are four ways to cut your water heating bills: use less hot water, turn down the thermostat on your water heater, insulate your water heater, or buy a new, more efficient model.

Some specific energy-saving tips include:

- Install aerating, low-flow faucets and showerheads.
- Repair leaky faucets promptly. A leaky faucet wastes gallons of water in a short period of time.
- Lower the thermostat on your water heater. Water heaters sometimes come from the factory with high temperature settings, but a setting of 120°F provides comfortable hot water for most uses.
- Insulate your electric hot-water storage tank, but be careful not to cover the thermostat. Follow the manufacturer's recommendations.
- Insulate your natural gas or oil hot-water storage tank, but be careful not to cover the water heater's top, bottom, thermostat, or burner compartment. Follow the manufacturer's recommendations. When in doubt, get professional help.
- Insulate the first 6 feet of the hot and cold water pipes connected to the water heater.
- If you are in the market for a new dishwasher or clothes washer, consider buying an efficient, water-saving ENERGY STAR model to reduce hot water use.
- Install heat traps on the hot and cold pipes at the water heater to prevent heat loss. Some new water heaters have built-in heat traps.
- Drain a quart of water from your water tank every 3 months to remove sediment that impedes heat transfer and lowers the efficiency of your heater. The type of water tank you have determines the steps to take, so follow the manufacturer's advice.
- Although most water heaters last 10–15 years, it's best to start shopping now for a new one if yours is more than 7 years old. Doing some research before your heater fails will enable you to select one that most appropriately meets your needs.
- Visit http://www.energysavers.gov for more energy-saving ideas.

Q&A

Q: *What are the health and safety concerns of contracting Swine Flu from the public drinking water supply?*

A: Recent headlines have contained important warnings about a potential pandemic outbreak of Swine Influenza in the United States along with important tips for individuals who may be at risk. It is important to note that it is not possible to contract the H1N1 (or Swine Flu) virus through public drinking water supplies.

Both the Centers for Disease Control and the World Health Organization indicate that the disease is most often spread through person-to-person transmission through coughing or sneezing. People may also become infected by contact with a contaminated surface.

Water that has been treated at our state-of-the-art Forest Park Water Treatment Plant or disinfected at any of our local wells does not pose a risk, even if the original source has come into contact with infected people or animals. Influenza viruses have been recognized by the medical community as being highly sensitive to disinfectants.

Additionally, we are required to maintain a disinfection residual throughout the water distribution system to counteract any real or potential contamination that could possibly occur.

This means that the treated water coming from the faucets in the homes, schools and businesses of our customers does not pose any risk of transmitting Swine Flu and is always safe to drink.

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