DRINKING WATER INDUSTRY CHALLENGES

The Drinking Water Industry provides many challenges that can range from very rewarding too downright frustrating. Whether it is engineering cost effective infrastructure upgrades to keep the water flowing or managing treatment operations to make clean, safe potable water within PADEP compliance guidelines, there is never a dull moment. Providing great customer service has its challenges as well. From the clerical and billing issues that can arise, to field service to help a customer with a plumbing problem, consumer confidence is always at stake. West View Water has always met all these challenges, head on, to make sure our customers never have to think twice about the product we provide, their drinking water.

Recently, West View Water has been challenged with helping our customers deal with news stories of pinhole leaks in copper piping. News travels fast these days and bad news is usually magnified, which can be very frustrating. Pinhole leaks in copper piping is nothing new and has forever troubled the drinking water industry. West View Water has always been interested in the possible causes of copper piping failures and has researched the issue locally and nationally.

What we have found is that there are many possible causes of this complicated problem and that copper is not a material that was meant to last forever, as many of us originally thought. We have compiled a list of potential causes of the pinhole leaks and hope this will help customers better deal with the issue.

Some of the causes of pinhole leaks in copper piping are:

*Old copper that has run its useful life.

*Inferior copper that was installed at the time of construction or that was installed as a repair/replacement.

*Particles of corrosion from an old hot water tank that get picked up in the hot water line system thus causing corrosion.

*Electrolysis from an improperly grounded electric service or appliances.

*Turbulences in the water line created by increased velocity due to improperly placed plumbing fittings and/or not deburring the copper when soldering the fittings.

*Improperly maintained water softener.

*Not regularly flushing your hot water tank.

*Galvanic Corrosion due to dissimilar metals, such as steel or aluminum, being connected with copper.

*High water pressure due to no pressure regulator being installed or a failed pressure regulator. High water pressure can help accelerate these leaks. WVWA requires a regulator to be installed when the street pressure is greater than 70 PSI.

Again, these are just some of the known causes to a problem that water quality usually gets the blame for, as many of you may have already experienced.

The pH of our water and the chlorine levels are checked at all our sample sites throughout our system multiple times per week. This helps us verify that we are maintaining proper corrosion control and disinfection.

West View Water is always available to help all our customers with any drinking water concerns they may have.

Feel free to contact us.

Thank You

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