



Watergram



Westbury Water District

FALL/WINTER 2020

Smart Meter Installations Underway

Access to Properties Needed

Westbury Water District officials are pleased with the effectiveness of the utility's recent initiative to install remote automatic meter readers that rely on cellular networks to monitor consumer water use in real time, as they have proven to be a beneficial water conservation tool.

Among many features, the system can send alerts to water operators if a possible leak is detected, so property owners can be notified in an attempt to prevent severe damage and excessive water waste. Even slow or quiet leaks, which oftentimes went unnoticed until billing, will now be identified and addressed promptly to help save water.

Expect to be Contacted

To expedite the meter changeout program, the district has contracted with National Metering Services, Inc. to perform project management, customer notification and installation services. Although there are no costs to



the public, cooperation is needed.

Residential and commercial consumers who have not yet received new meters will soon get mail notification from National Metering Services, Inc. of when they will be working in the area. No action is needed by those with outside meters, unless arrangements are needed to access the property. A toll free number (1-888-448-0009) will be provided, so consumers with inside meters, and those with outside meters wanting an appointment, can call to schedule a date and time for the changeout to be done. Customer service hours are weekdays from 9 a.m. to 5 p.m.

Installations can be scheduled on weekdays from 8 a.m. to 5 p.m. The entire process will take approximately 20 minutes to complete, with water service interruption of up to 10 minutes. Someone 18 years or older must be present. The area around the water meters should be cleared of all materials before the installer arrives.

National Metering Services vehicles are marked with the company name and installers are required to wear masks, maintain a distance of 6-feet, be in full uniform and have identification badges displayed at all times. Never allow someone access to your property unless you are certain of their identity.

Treatment Plant for Wells 6 & 7A in Full Design Phase

The Nassau County Health Department has approved a pilot study to determine the best solution for removing 1,4-dioxane from the drinking water, prior to distribution, and an Advanced Oxidation Process System treatment plant is now in the final design phase at Wells 6 and 7A on Drexel Avenue.

(cont. on page 3)

Bonding for the Future



The Westbury Water District will use funds made available through a bond issue, recently authorized by the Town of North Hempstead, in the amount of \$65.5 million. Projects will include upgrades to water distribution and treatment systems, development of costly treatment plants to meet new drinking water standards, maintenance and rehabilitation of existing infrastructure and to maintain an adequate and reliable supply of pure and plentiful water for consumers.

“Bonding has proven to be the most practical and cost-effective method for raising funds for large capital improvement projects as it allows the district to draw the money as needed throughout the various phases of each project,” explained District Commissioner Barry Green. “As the loan is repaid over a long period of time, typically up to 30 years, the district is able to spread the costs among those benefitting from the projects, sometimes over the lifetime of the infrastructure, occasionally spanning multiple generations.”

To help raise additional capital, district officials are

The district's long term capital plans include:

- Wells 6 and 7A: 1,4-Dioxane Treatment
- Well 12: Granular Activated Carbon System
- Meter Replacement
- Wells 15 & 18: PFAS Treatment
- Well 16: 1,4-Dioxane Treatment
- 4-inch Water Main Replacement
- Wells 10 & 14: 1,4-Dioxane Treatment
- Well 11: 1,4-Dioxane Treatment

continuing to seek out grant applications and urging state and federal lawmakers to secure financial assistance for the protection of Long Island's drinking water. Consideration is also being given at this time to increase water use rates, which requires the district to notify residents of a public hearing prior to making changes.

COVID-19 Update

Entry to the district's administrative office during regular business hours is limited to one person at a time. Face masks are required at all times.

For those wishing to pay their bill in person, without entering the building, a secure mail slot is available adjacent to the exterior front door.

Cancelled checks can act as a receipt; those paying by cash will receive a computer printed receipt in the mail.

Weekly public meetings of the Board of Commissioners are being held at the district office and open to the public, with masks required, and available via video conference, for those who prefer to attend that way. A link is available on the district website.

Since the pandemic began, district employees have carried out their duties as essential workers, without interruption, to ensure a continuous flow of water that is safe to drink. While there is no known risk to the public supply, the district continues to follow health and safety guidelines to protect its consumers and staff against



exposure to COVID-19. When inside work is necessary, employees entering premises are required to wear masks at all times, avoid physical contact and maintain a distance of six feet or more.

“Actions taken by New Yorkers have helped to reduce the spread of novel coronavirus to one of the lowest rates in the nation,” Water Commissioner Rodney Caines emphasized. “Residents are encouraged to continue to wear face coverings, refrain from large gatherings and remain vigilant for the protection of their families, loved ones and neighbors.”

Treatment Plant for Wells 6 & 7A

(cont. from page 1)

The New York State Department of Health recently set the strictest standard in the nation for the contaminant, requiring that it be removed when detected at 1 part-per billion. That's like finding 1 dime in a pile of 1 billion shiny pennies.

"The chemicals entered water supplies throughout Long Island as a result of industrial manufacturers failing to prevent contamination, when they knew or should have known about the hazards posed by their products," explained Water Commissioner and Board Chairman William C. Olson. "The district has

joined other public water providers in legal actions in an attempt to hold them responsible for the construction and maintenance costs of the necessary treatment plants."

An existing building on the property will be reconstructed to house the new treatment facility. A replacement garage will be built in another location on the site.

Costs are expected to exceed \$18 million, with \$7.4 million coming from a New York State grant awarded for the project and the remaining money from a recently secured bond fund.

PROTECT Those Pipes

Some pipes are more prone to freezing and breaking because of their location on the property. If you haven't already, take these steps to help protect your home from the devastating damage of a broken water pipe.



Winterize outdoor kitchens and underground irrigation systems. Shut off the water supply and use compressed air to remove the standing water from the system—chemicals injections are prohibited.



Unless your home is equipped with frost-free spigots, close the shut-off valves inside the house and open and drain the spigots. Disconnect and drain garden hoses and store them indoors.



Insulate pipes located in unheated or drafty locations such as basements, crawl spaces, pantries and attics, particularly on the north side of the house, which receives little or no warmth from the sun.



Locate and mark the water main, so the water can be shut off quickly if a pipe bursts.

OTHER Projects in the Works

WELL 12

Currently in the design phase, a Granulated Activated Carbon plant is being developed at Well 12 to remove volatile organic compounds. The well site, which has been out of service for three decades, is being reintroduced to the water distribution system so the district can maintain its water supply to the public during construction of treatment plants at other well sites. A state grant in the amount of \$600,800 will be used to offset costs, which are expected to exceed \$2.5 million. The remaining money will come from the recently secured bond fund.

WELLS 10 & 14

The district recently submitted a pilot study for approval by the Nassau County Health Department. In addition to an ion exchange system for reduction of nitrates, the proposed plan calls for development of an Advanced Oxidation Process System treatment plant for 1,4-dioxane removal, combined with Granulated Activated Carbon filtration, for removal of PFAS, for which the New York State Department of Health recently set a maximum contaminate level of 10 parts-per-trillion. Costs are expected to exceed \$6.4 million, which will be drawn from the bond fund as the project develops.

Westbury Water District

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Wishing You Holiday Cheer

The Westbury Water District extends warm wishes to the community we serve for a joyful holiday season and happy New Year.

As you celebrate with loved ones, please take a moment to remember those who are away from their families, serving in the armed forces, for the protection of our country and the safety of all Americans.



Photo by Westbury Resident Peggy DeStefano

Keep HYDRANTS Clear

The Westbury Water District maintains more than 780 fire hydrants located across its 5-square-mile service area. Field workers are busy throughout the year with testing, painting, flushing, repairing and sometimes replacing the equipment to ensure it is in good working order and provides adequate pressure for firefighting purposes.



The public is asked to keep hydrants clear at all times, particularly of snow and ice in the coming months. If you have a fire emergency, it is important that the hydrant nearest your home is visible and readily accessible. Every second counts and could make a difference in the outcome.

Produced by Kathy Ryan Public Relations, Hicksville, NY