



Watergram



Westbury Water District

FALL/WINTER 2021

NYS Compliance Deferral Reports Online

The Westbury Water District continues to take proactive steps to determine and initiate any corrective measures needed to address detection of 1,4-dioxane, PFOA and PFOS contaminants for which New York State recently developed strict drinking water regulations.

The district is one of 21 Long Island public water suppliers granted a two-year compliance deferral by the New York State Department of Health, with an option for a third year, for meeting Maximum Contaminant Level standards for the compounds.



Did You Know?



There are water shut-off valves under toilets and sinks and near washing machines that control the flow of water to those specific fixtures. Look inside to learn about the importance of the water main, which shuts off the water supply to the entire house.

“The deadline extension, which includes a rigorous timetable, was needed to design and construct approved state-of-the-art treatment systems, an arduous multi-level process that typically takes more than 24 months from start to finish. The plants are costly, resources are in high demand, the planning calls for knowledgeable industry professionals and the health department requires pilot studies be submitted for approval along the way,” said Water Commissioner and Chairman William C. Olson. “Additionally, on top of time lost during the pandemic, water professionals throughout Nassau-Suffolk are facing limited availability of qualified professionals, delayed manufacturing schedules and a shortage of inventory for essential materials.”

In accordance with NYSDOH requirements, a COMPLIANCE DEFERRAL link to quarterly milestones, which are outlined on page 2 of this publication, is posted on the homepage of the district’s website, along with the existing deferral public notification documentation.

75% of Meters Now Smart

With the majority of the job accomplished, cooperation from the public is needed for the district to complete its initiative to install remote automatic meter readers throughout its distribution system. Residential and commercial consumers who have not yet received new meters should expect to be notified by National Metering Services, which has been contracted by the district to perform project management, customer notification and installation services.

“The new modern meters have proven to be an excellent resource for saving water,” said Water Commissioner Rodney Caines. “They enable the district to detect unusually high water use quickly and warn property owners of the possibility of a flood situation to minimize property damage and reduce water waste.”

Those with inside meters can make a toll free call to 1-888-448-0009, weekdays from 9 a.m. to 5 p.m., to set up an appointment. No action is needed by those with outside meters, unless arrangements are necessary to access the property.



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

National Metering Services vehicles are marked with the company name and installers are in full uniform with identification badges displayed at all times. Never allow someone access to your property unless you are certain of their identity.

Milestones of Corrective Action Plan

The third quarter infrastructure improvement report describes the water district’s progress towards maintaining the highest quality of drinking water for its customers and meeting the deadlines set forth in the compliance deferral approval granted by the New York State Department of Health.

The **Drexel Avenue Station (Wells 6 and 7A)** Advanced Oxidation Process (AOP) project is currently in its design phase. Detailed design documents for the facility were submitted to the Nassau County Department of Health and NYSDOH for regulatory review in the third quarter of 2021. At this time, the construction of the facility is still expected to be complete in the third quarter of 2023.

Although it has been granted a deferral, the water district was able to minimize the usage of these wells.

The State Street (**Well 12**) PFOA and PFOS treatment project is currently in the design phase. Detailed design documents for the facility were submitted to the

NCDH and NYSDOH for regulatory review in the third quarter of 2021. The district will wait until the design documents are approved by the NCDH and NYSDOH before completing the public bidding process. The facility is still on schedule to be operational by the end of 2022. Although it has been granted a deferral, the district was able to avoid usage of this well.

The **Wells 10 and 14** AOP project, which is currently in its detailed design phase, is expected to be substantially complete in the winter of 2022. The design documents must undergo review by the local and state health departments. Once the review is completed, bidding and construction can begin. The project is still on schedule, with the facility planned to be operational by the end of 2023.

Although it has been granted a deferral, the water district was able to minimize the usage of these wells. It should be noted that only one of the two wells (Well 14) has exceeded the MCL for 1,4-dioxane.

Mark the Water Main

Becoming familiar with the location of the water main is the first step for most major plumbing repairs and the first line of defense against a water damage situation. Turning the wheel of a gate valve clockwise or the lever of a ball valve perpendicular to the pipe cuts the water supply to the entire house.

The water main is usually found in the basement or utility room near the water meter, water heater, or on the front wall closest to the street. It is important to know the location of your water main, so it can be accessed immediately in the event of an emergency situation, such as a burst pipe.

By marking it clearly with a brightly-colored tag or painting the handle red, the valve can be quickly identified by family members, caretakers, house sitters and other who may need to take action. To make sure the correct valve has been marked, turn on a faucet and then shut off the water main. If the water from the sink stops running, you've correctly identified the valve.

It's a good idea to test the shut-off valve periodically to ensure it is in good working order and have it replaced by a professional if broken. Lubricating spray like WD-40 can be applied to loosen a stuck valve but beware that too much pressure can break the valve.



UPDATES & REMINDERS

Use the Drop Box

The district continues to follow health and safety guidelines provided by the CDC to protect its consumers and staff against exposure to COVID-19. A secure drop box is conveniently accessible from outside the district's administrative office on Drexel Avenue, just to the left of the entrance door. The public also has the option of entering the building during regular business hours. Although the use of a mask is not required for those who are vaccinated, it is still encouraged as a precaution.

Well 18

The project to rehabilitate Well 18 has recently been completed. The work included the installation of a new pump and upgrades to the SCADA system.

Replacement Garage

With an existing building on the property on Drexel Avenue being converted to house a new treatment facility for Well 6 and 7A, a replacement garage is currently under construction at another location on the site.

New Water Rates

Facing escalating costs to develop state-mandated treatment plants and steady price increases for goods, services and other budget items, district officials are currently analyzing ways to generate more income, including establishing new water rates in March of 2022. The last time the rates were increased was 2002.

KEEP Hydrants ACCESSIBLE



The Westbury Water District maintains more than 800 fire hydrants located throughout its 5-square-mile service area. Field workers are busy throughout the year with testing, painting, flushing, repairing and sometimes replacing the equipment to keep it in good working order.

"We cannot emphasize enough, the importance of keeping hydrants clear at all times, particularly of snow and ice in the coming months," said Water Commissioner Barry Green. "If you have a fire emergency, it is critical that the hydrant nearest your home is visible and readily accessible. Every second counts and could make a difference in the outcome."

Westbury Water District

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Selling Your Home?



If you are selling your property, please be reminded to contact the water district ahead of time, so a final water usage bill can be generated and paid accordingly, to help ensure a smooth process during the transfer of property.

Produced by Kathy Ryan Public Relations, Hicksville, NY

Holiday Message

The Water District Board of Commissioners and the entire staff extend warm wishes to the families we serve for a joyful holiday season and a New Year of peace, prosperity and good health.

Especially at this time of year, please take a moment to be thankful to those who are away from their families, serving in the armed forces, for the protection of our country and the safety of all Americans.