

Watergram

A Publication of The Westbury Water District

Fall 2025

PROGRESS IN MOTION

CAPITAL IMPROVEMENT CAMPAIGN CONTINUES TO DELIVER RESULTS

The Westbury Water District's 5-Year Capital Improvement Campaign, launched in 2022, is well underway and continues to advance on schedule. Designed to meet the latest New York State Department of Health and EPA standards for treating emerging contaminants, this ambitious program includes multiple new and upgraded water treatment facilities that will strengthen our infrastructure for decades to come.

Behind the scenes, the Board of Water Commissioners and our team of engineers, consultants, and partners have worked tirelessly to bring these projects to life while minimizing the impact on residents. Along with this progress toward protecting our community's drinking water, the District continues to actively seek grants and other funding opportunities to help offset the costs of these essential upgrades and reduce the financial burden to taxpayers.

As we move into fall, we're pleased to report significant milestones and continued progress across the District.

WELL 6 & WELL 7A (DREXEL AVENUE)

The new treatment facility at the District's headquarters on Drexel Avenue has been fully operational since May 2025, effectively treating water from Wells 6 and 7A. Ongoing monitoring and water quality testing confirm that the facility is performing exceptionally well, with strong operational efficiency and reliability.



The new treatment building, which adjoins the District's recently constructed administrative offices, provides a secure, climate-controlled environment for the Advanced Oxidation Process (AOP) and Granular Activated Carbon (GAC) treatment systems. These systems operate in

conjunction with the District's existing Packed Tower Aeration equipment to ensure comprehensive treatment. Thanks to the skill and dedication of the District's experienced staff, these advanced systems consistently deliver high-quality drinking water to our community.



WELL 10 & WELL 14 (BRUSH HOLLOW ROAD)

Work is steadily progressing at Well 10, with construction now nearly halfway complete. The building structure is up, and the GAC vessels have been installed. At Well 14, construction is also advancing—the new treatment building is nearly complete, with roof work currently underway. Installation and electrical work for the treatment equipment will begin shortly.

Both wells will be equipped with a comprehensive treatment system that includes ion exchange for nitrate removal, packed tower aeration for the reduction of organics, AOP technology for 1,4-dioxane removal, and GAC as a final step following AOP treatment.

WELL 12 (STATE STREET)

Although Well 12 was recently equipped with a GAC treatment system to remove PFAS and other organic compounds, the detection of 1,4-dioxane required the well to be taken offline. The District is now in the design phase of adding an AOP system—similar to those operating at Wells 6 and 7A—to allow Well 12 to safely return to service. The design, permitting, and construction of the new treatment system will take several years to complete. In the meantime, the District is acting proactively to pursue available funding opportunities and ensure the continued reliability of our drinking water supply.

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CAPITAL IMPROVEMENTS

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WELL 15 & WELL 18 (HICKS LANE)

The treatment process for the new combined facility serving Wells 15 and 18 is being prepared for construction and will include GAC treatment for the removal of PFAS and PFOS. As the District reviews and evaluates construction bids, work is expected to begin soon to meet this important community need.

WELL 16 (DICKENS STREET)

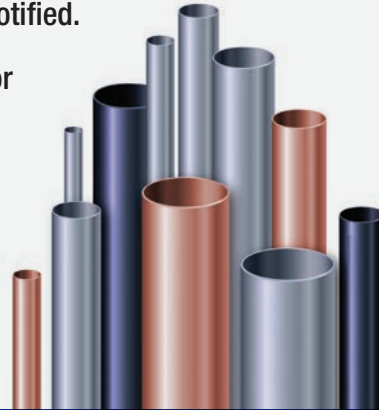
The treatment facility for Well 16 is now more than halfway through the design and permitting phase. The project includes AOP and GAC treatment systems, which will be housed in a new building replacing the existing on-site structure. Construction is anticipated to go out to bid in the spring of 2026.

Update: Service Line Inventory Complete – Lead Line

We are pleased to inform you that the District's service line inventory is now complete. During the process, only three lead service lines were identified. Two of those lines have been proactively replaced, and the third is scheduled for replacement soon.

Residents with lines requiring replacement have been notified. If you have not received a letter, there is no cause for concern at this time.

Thank you to all residents for your assistance throughout the process. Should anyone wish to view the survey results, they may contact the District office.



Reasons to Celebrate

New Hires & Promotions

It's been an exciting season of growth here at the Westbury Water District, as we've welcomed new team members and promoted valued employees.

WELCOME TO OUR NEW HIRES:



- **Tyler Doyle** – With 15 years of hands-on experience in the water industry, Tyler brings a wealth of knowledge to the District. He is in the process of renewing his professional licenses and will contribute to our ongoing efforts.
- **Enrique Quizhpe** – Enrique joins us with a background in architecture. Although new to the water industry, he is actively pursuing his operator's license and will make valuable contributions to the team.

CONGRATULATIONS ON A WELL-DESERVED PROMOTION:

- **James Simeone** – With 24 years of experience, James has been promoted to Water Service Supervisor. He oversees day-to-day field operations with professionalism and expertise to help keep the District running smoothly.



Protect Your Home This Winter: Indoor and Outdoor Water Tips



As temperatures begin to drop, it's important to take a few simple steps to protect your home's plumbing and water service lines from freezing. A little preparation now can help you avoid costly repairs, water waste, and unnecessary service disruptions later in the season. By winterizing your home and plumbing system, you're helping protect not only your property but also the District's overall water system. These proactive steps ensure reliable service for you and your neighbors all winter long.

OUTDOOR WINTERIZATION

- Disconnect and drain garden hoses. Leaving hoses attached can cause the faucets—and even the connecting pipes—to freeze and burst.
- Shut off and drain outdoor water lines. If your home has a separate shut-off valve for outdoor spigots, close it and open the outside faucets to let any remaining water drain out.
- Insulate vulnerable areas. Cover outdoor faucets and exposed pipes in unheated areas, such as garages or crawl spaces, with foam insulation or faucet covers.
- Locate your water shut-off valve. In the event of a frozen pipe or water emergency, knowing where to go to turn off your water quickly can prevent major damage.

INDOOR WINTERIZATION

- Keep interior temperatures consistent. Even when you're away, maintain at least 55°F indoors to prevent pipes from freezing—especially those along exterior walls or in basements.
- Insulate indoor pipes. Use foam sleeves or wrap insulation around exposed pipes in unheated areas like attics, basements, or garages.
- Check for leaks. Repair any dripping faucets or running toilets before the cold weather sets in. Small leaks waste water year-round and can worsen in freezing conditions.

IF A PIPE FREEZES

If you turn on a faucet and only a trickle comes out, a pipe may be frozen. Turn off the main water supply and carefully apply gentle heat to the frozen area using a hair dryer or warm towels—never an open flame. If you can't locate the problem or the pipe has burst, contact a licensed plumber immediately.

Celebrating Our New Headquarters Open House Coming This Spring

Following the completion of our new headquarters in spring 2025, the District is planning an open house to welcome the community and showcase the newly renovated building and updated signage. We look forward to celebrating this exciting milestone with our residents—more information will be shared soon.





Watergram

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Reminder: Paying Your Bill Online is Easy & Secure

Did you know you can pay your Westbury Water District bill online? Our secure third-party payment system accepts all major credit cards or direct payments from your checking account.

Please note that any fees for online payments are charged by the third-party processor; the District does not receive any portion of these fees.

To pay your bill online, simply scan the QR code or visit the portal directly

<https://www.velocitypayment.com/client/westburyny/index.html>

When making a payment, be sure to include your billing date and account number, both of which can be found on your water bill.

