

## Minimizing Stressors on the Aquifer to Contain Saltwater Intrusion



The Water Authority of Great Neck North has been providing an uninterrupted supply of potable drinking water for close to 40 years to the northern areas of the Great Neck Peninsula, which encompasses the villages of Great Neck, Great Neck Estates, Kensington, Kings Point, Saddle Rock, portions of Great Neck Plaza and Thomaston, and portions of the unincorporated areas of the Town of North Hempstead. With Great Neck being on a peninsula, surrounded by saltwater on three sides, the Authority has always been aware of the potential of saltwater intrusion and continuously samples its wells for chlorides. As such, we want our consumers to know the proactive measures the Authority has consistently taken to ensure the continued safety of our system and our water supply.

The potential of saltwater intrusion has been a long-standing concern for water service providers along the north and south shores of Long Island. Upon its inception and to protect our water supply, the Authority implemented a water conservation plan. This plan has numerous, stringent conservation requirements that must be followed by all its customers. Some examples include making it mandatory for those with irrigation systems to install moisture/rain sensor devices, which must be tested to ensure their functionality on an annual basis. The Authority also notifies residents via a “leak letter” when water has been running consecutively for 24 hours or more. In addition to offering free leak inspections, the Authority provides water conservation kits for customers. The Authority has also developed a robust Aquifer Management Plan (AMP). This plan allows the Superintendent and staff to change the order in which each of its wells turn on, turn off and control how long they run based on chloride concentrations in each well. This AMP is embedded in the Authority’s Supervisory Control & Data Acquisition (SCADA) system and has allowed the Authority to carefully and thoughtfully pump water from our sole source aquifers while helping to reduce salt-water intrusion on the Peninsula.

In 1995, the Authority began a two-year project to find additional new wells outside our service area, to allow us to reduce pumpage of the wells on the Peninsula. Two wells were developed off the Peninsula in 1999, while a third well was developed in 2014. These three off-Peninsula wells have been instrumental in protecting the existing Peninsula wells that are vulnerable to salt-water intrusion, as they produce approximately 55% of the total water pumped on an annual basis by the Authority. This, in turn, has reduced how much water needs to be pumped from the more saltwater-vulnerable wells located on the Peninsula.

The Authority tests its water regularly and assures consumers that the water delivered to the tap meets or exceeds all local, state, and federal standards. The long-term sustainability of our water supply is of paramount importance. To support this endeavor, the Authority has put many processes in place to minimize the stressors on our water distribution system.

Water conversation at home is equally important, and to learn about ways to help reduce the stress on our system, see page 2 of this newsletter for winterizing tips that you can apply at home. Also, please visit our website under the ‘Conservation’ tab for information on the EPA’s WaterSense program.

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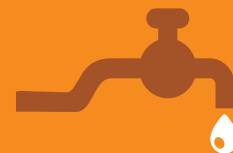
**LEAD/COPPER  
INVENTORY  
UPDATE**



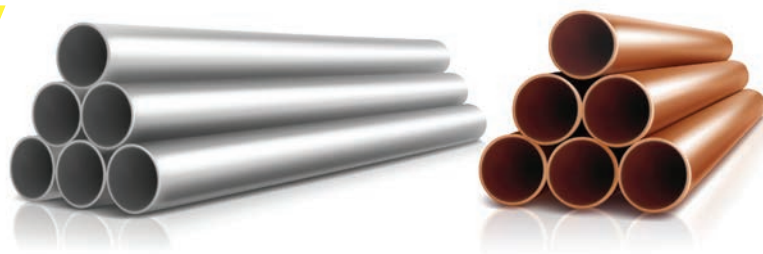
**LOOK  
INSIDE!**



# WATER SERVICE LINES



## LEAD & COPPER INVENTORY IS COMPLETE!



Based on the U.S. Environmental Protection Agency's (EPA) requirement from December 2021, all water service providers across the nation were required to complete an inventory of all water service lines to determine if they are lead, copper, galvanized, plastic or other material. Thanks to your assistance, the Water Authority of Great Neck North completed its inventory by the required deadline of October 16, 2024.

The EPA created the lead and copper rule for businesses and residential homes in order to help protect the water supply. As of today, our complete Service Line Inventory is available for review as a physical copy at our office and digitally on the NYS Health Department website.

To date, existing lead water service lines have been properly identified, and the Authority has removed and replaced lead service lines on the Authority's side with non-lead materials. All residences or businesses with

possible lead service lines, on the customer side only, have received a letter outlining the next steps.

If you did not receive a letter regarding the presence of lead, then your service lines are not constructed of iron or lead. The Water Authority regularly tests for lead at the end of our treatment process. Testing has shown that lead is not an issue in the water leaving any of our water treatment facilities. We also conduct testing in our distribution system in accordance with the EPA's regulatory requirements.

At the Water Authority of Great Neck North, our mission is to provide you with drinking water that meets or exceeds all local, state and federal standards.

Thank you again for helping us in assessing your water service lines.

## WATER WINTERIZATION TIPS

### 5 Tips to Prevent Damage from Freezing Water

1

#### Insulate exposed pipes

These are pipes located in unheated areas such as basements and attics

2

#### Disconnect garden hoses

Disconnect, drain, and store hoses indoors to prevent damage

3

#### Drain outdoor faucets and irrigation systems

Shut off water supply to these areas and keep spigots open

4

#### Let in-home faucets drip on extremely cold nights

Running water helps prevent frozen pipes

5

#### In case of emergency

Make sure you know where the main shutoff valve is located in your home

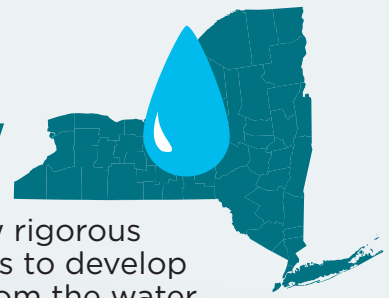
### DON'T FORGET TO CLEAR A PATH TO FIRE HYDRANTS

If you live near a fire hydrant, it is important to keep it clear of snow in case of an emergency. We ask our community to do their part to shovel out and around local hydrants. Every second counts during an emergency for firefighters to access a hydrant.



# Treatment Fee

## A Cost for Increased Water Quality



New York became the first state in the nation to adopt new rigorous drinking water standards that require public water suppliers to develop treatment plants to remove 1,4-dioxane, PFOS and PFAS from the water, prior to distribution. Making sure these contaminants are removed from groundwater before we supply water to your home or business is expected to cost between \$35 - \$40 million. This has resulted in a small daily fee added to your water bill. The Authority has been able to minimize this fee by securing more than \$11 million in grants.

**For more information, visit our FAQ section on our website by clicking on the New Rates & Treatment Fee box on the top right of the homepage at [www.waterauthorityofgreatnecknorth.com](http://www.waterauthorityofgreatnecknorth.com).**

# Cybersecurity

## **PROTECTING AND SAFEGUARDING OUR TECHNOLOGY AND WATER SUPPLY**

Within a world of technological advancement, cyberattacks pose a legitimate risk, no matter the business or organization. The Water Authority of Great Neck North routinely monitors and advances its cybersecurity measures and technologies in order to make sure our water and you, our customers, are safeguarded from any potential threats.

The Authority employs a third party IT company who monitors all security systems and assesses changes or adjustments in real-time. These operations include daily, weekly and monthly monitoring with immediate response protocols for any issues that may arise.

In addition to our IT security capabilities, the Authority has cameras and alarm systems in place for all buildings, and any notifications are sent to a central monitoring station to take immediate corrective action. The Authority has

also signed with the U.S. Department of Homeland Security for weekly outside penetration tests to further assure our water's safety and proper working order. Our IT team also employs annual penetration tests to further assure our system's safety.

Most importantly, we take proactive measures to ensure that your personal data is safe. We stay up to date on all software and firmware updates, and we never share your personal data with any second- or third-party entities. To date, we have not received any credible threats or attacks, and we will continue to offer the safest and most up-to-date software protocols.

It is the Authority's responsibility not only to offer drinking water that meets all local, state and federal standards, but to safeguard our systems and your information from a cyberattack.



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**24-Hour Emergency:**  
(516) 482-0210

[www.waterauthorityofgreatnecknorth.com](http://www.waterauthorityofgreatnecknorth.com)

# Reminder: We've Made It Easier for You To Pay!

## GO PAPERLESS WITH eBILLING



No more wasted paper! Go paperless and receive your water bill and notices online. Registration is hassle-free. Simply visit the billing section of our website, download the authorization form, and email the completed form to [customerservice@wagnn.org](mailto:customerservice@wagnn.org) or drop it off with a payment to the office.

## Prefer to Pay a Different Way? We've Got You Covered!

### In Person:

50 Watermill Lane, Great Neck  
Monday - Friday: 8:00 a.m. to 4:00 p.m.  
Cash, Personal Checks, Credit Card Payments are accepted.

### Drop Box in Office Vestibule:

Personal, Bank or Cashier's Checks ONLY

### By Phone:

(516) 774-4001 - E-check or Credit Card

### Direct Debit:

Customers can sign up for direct debit on our website by clicking on Payment Options on the homepage.

### Pay Online:

Through Smart Energy Water, customers can pay utilizing a secure, third-party provider. Convenience Fees will apply. The Authority does not receive this fee.

**For more information on payment options, visit [www.waterauthorityofgreatnecknorth.com](http://www.waterauthorityofgreatnecknorth.com) and click on Payment Options on the homepage.**

