



State Mandates Result in Treatment Fee

Rigorous new drinking water regulations recently enacted by the New York State Department of Health are the most protective in the nation and require public water suppliers to develop costly treatment facilities to remove 1,4-dioxane, PFOS and PFAS from the water, prior to distribution.

In its pledge to provide customers with an uninterrupted supply of top-quality drinking water that meets or surpasses all quality standards, the Authority will invest whatever is necessary to address any needs for water treatment to ensure compliance with any regulations set by the government. As a result of the new state mandates, initial expenditures are expected to be in the range of \$20 to \$30 million.

Consequently, a new treatment fee for ratepayers was established in 2021 and will remain in effect until it's no longer needed to meet budgetary requirements. Commercial, government and municipal customers are seeing a \$7.79 monthly fee and residential customers are seeing a \$23.37 quarterly fee on their bills to help pay for the cost of developing and operating necessary treatment plants. This equates to approximately 26 cents per day.

Water Authority of Great Neck North

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FINANCIAL OVERVIEW

As regulations have become more stringent, operating costs have increased and raising capital has been more challenging for public water suppliers across Long Island. The Water Authority is exhausting all possible avenues for funds to help offset the associated expenses of constructing new treatment systems as it believes it's unfair for its customers to bear the total burden of these costs.

- 1,4-dioxane, PFOS and PFAS entered water supplies as a result of industrial manufacturing on Long Island, primarily from the 1950s through the 1990s. The chemical manufacturers knew, or should have known the hazards posed by their products, but nevertheless failed to take steps to prevent the contamination. The Authority is taking these companies to court to hold them financially accountable for the costs of removing these contaminants.
- Although quality standards are consistently being met, a treatment plant is under development at Well 6 for the removal of 1,4-dioxane to prevent exceedances of the allowable maximum level. A \$3 million state grant will help offset some of the initial expenses, which are expected to exceed \$7.4 million.
- The Authority will draw money as needed from a \$19.8 million low-interest bond to cover costs associated with 1,4-dioxane treatment facilities, water main replacement projects and other components of its long-term capital improvements plan.
- In addition to pursuing available grant money, the Authority maintains a financial reputation that has earned it the highest score available from rating agencies, minimizing the interest it pays in the open market. As a result, earlier this year, the Authority was invited to explore a low-interest loan facility from the Environmental Protection Agency (EPA). The interest rate on the facility is the State and Local Government Security (SLGS) Rate plus a basis point.
- Three additional 1,4-dioxane, PFOS and PFAS treatment plants are anticipated at the Authority's Watermill Lane facility.

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Middle Neck Road WATER MAIN Update



As weather permitted, work has continued since October 2020 to replace the over 100-year-old water main on Middle Neck Road as part of the Authority's continuing capital improvement program to maintain and upgrade its infrastructure. Once completed, the end result will improve the Authority's ability to provide an adequate supply of drinking water during peak demands and improve fire flows to hydrants during emergency situations.

As a follow-up to a letter mailed to residents in February, an estimated timeline for the remainder of the project is outlined below. As with all construction activity, despite an extensive design, planning and coordination effort by the Authority, its engineers and contractor, there is potential for unforeseen delays and modifications to the schedule.

- All water services are being replaced between Preston Road and Fairview Avenue and are anticipated to be completed by mid-April.
- Locations between Fairview Avenue and Arrandale Avenue are scheduled to have water services completed by the end of May.
- The locations between Arrandale Avenue and North Road are anticipated to have all water service replacements completed by the end of the second week of June.
- Water main installation between North Road and Ellard Avenue is anticipated to be completed by mid-July.
- Once all the above is completed, it will take approximately four additional weeks to perform final asphalt restoration for all areas where work was performed north of Cedar Drive.
- Total project completion is estimated for the beginning of September.

After a delayed start, due to the age of the water main, the Authority commenced the work last fall to ensure its completion prior to Nassau County's forthcoming plans to pave the same roadway. Otherwise, the Authority would have been forced to wait 5 years or more from the completion of the County's project to initiate the work.

Scheduled water shutoffs, parking restrictions, and traffic pattern updates will continue to be posted online weekly at www.waterauthorityofgreatnecknorth.com. Residents with questions, concerns or special needs can contact the Authority at 516-487-7973, ext. 4.

SMART METERS Reading Water Use

Since the Authority completed a meter modernization and replacement program in 2014, enabling water usage to be recorded by meter readers without gaining inside access to the property, technology has advanced at rapid speed. Smart water meters are now available that provide consumers with a water use data dashboard via a secure online website and Smartphone app.



The technology allows the user to generate a wide variety of water use graphs, reports and comparisons, tools for using water more efficiently, analysis of water-use patterns, meter reading details, possible leak alerts and many other features for managing water use effectively.

The meter change-out program has begun and will take approximately 7 to 10 years to complete.

As a courtesy to those who wish to upgrade sooner to the more modern meter technology, the Authority is making these meters available for purchase, which includes the cost of installation. For more information, call the Authority at (516) 487-7973.

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Three wells at the Community Drive site are being monitored closely to determine if treatment will be needed for 1,4-dioxane, as well as PFOS and PFAS.

■ Additional revenue may be needed to develop infrastructure to remove PFOS and PFAS and to maintain and modernize the Authority's aging water distribution system, some of which dates back more than 100 years.

Consumers are encouraged to help reduce their own costs by taking steps to use less water. The Authority's website provides information about conservation and other water-saving initiatives, including its newly designed household water conservation kit, which is available for free.

Irrigation Tips to Save H₂O

Outdoor leaks are oftentimes underground, so they can be difficult to find. It is advised to have your irrigation system checked by a professional at the start of the season to identify and repair leaks, broken sprinkler heads or other water wasters. Irrigation fixtures and appliances should be replaced with water-efficient models which are readily available in the marketplace.

Irrigation typically accounts for more than 50 percent of water use, so faulty or antiquated equipment can add significantly to the water bill and waste our most precious natural resource unnecessarily. For the protection of your property and to avoid an unexpected expense, here are a few signs to watch for once the system is turned on for the season.



- Heavy puddling on the property.
- Sprinkler heads in a single zone that have very low water pressure when activated.
- A depressed or sunken area on the lawn.
- Bubbling or streams of water when the system is running.
- Mold and mildew on the lawn or damage to plants caused by fungus.
- Grass that is much greener around the sprinkler heads.

Lawn Sprinkling Rules + Regs



NO WATERING BETWEEN 10 AM & 4 PM

ODD NUMBERED ADDRESSES may water on Monday, Wednesday & Friday.

EVEN NUMBERED ADDRESSES may water on Tuesday, Thursday & Sunday.

- Sprinkling is prohibited during periods of precipitation.
- A rain gauge or moisture sensor is required for all automatic lawn irrigation.

Backflow Devices & Testing MANDATORY



The New York State Sanitary Code requires public water purveyors to enforce regulations that backflow devices be installed with irrigation systems, hot tubs, pools, new construction or other sources that could connect non-potable water with the potable water supply. The device is critical for preventing back-siphoning or reverse flow of potentially impure water back into the public drinking water system. This could be caused by a sudden drop in water pressure caused by a firefighting effort, water main break, hydrant flushing or other event.

Pursuant to the Code, Authority regulations require residents to have their backflow devices tested annually by a certified backflow tester. The paperwork must be submitted to the Authority each year by the required due date, located on the bottom of the second quarter bill.

Customers with in-ground sprinkler systems must also have their rain gauge/moisture sensors tested annually.

A link on the Authority's website home page (water-authorityofgreatnecknorth.com) provides information about the Backflow Testing Program as well as an email address (backflowprogram@wagnn.org) for the convenience of submitting annual inspection reports via email.



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Be Cautious Near Meters

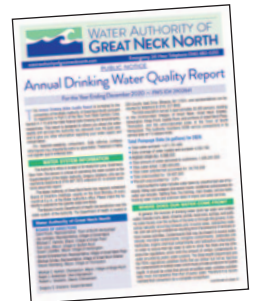
It is the customer's responsibility to protect the water meter, pit, cover and remote meter wiring and mechanisms, which should never be disturbed or interfered with. In the case of damage, the cost of repairs shall be borne by the customer.

Please instruct backflow testers, underground irrigation companies, landscapers and other workers entering your property to exercise caution when accessing the meter pit to winterize or reactivate the irrigation system. Extreme care should be taken to avoid damaging, dislodging or tampering with remote meter wiring and mechanisms, which are necessary for the Authority to secure meter reads via cellular communication.

Care should also be taken not to damage the meter or dislodge the meter cover, which must always be left secured and the pins fully intact.

Additionally, ONLY authorized Authority personnel are approved to remove, replace or alter meters. All others are prohibited from handling the meters in any way.

2020 WATER QUALITY REPORT Available Online



Consumers can conveniently access the Authority's 2020 Annual Drinking Water Quality Report by logging onto www.waterauthorityofgreatnecknorth.com/waterquality.html.

The drinking water provided to consumers around the clock is tested throughout the year by an independent laboratory for more than 140 parameters. Results show the water is of excellent quality and has consistently met or exceeded stringent federal and state regulations.

The testing process is so exacting that contaminants in quantities as small as one-part-per-trillion can be detected. That's like finding a shiny dime among a stack of 1 trillion pennies, which would exceed 986,000 miles in height.

Printed copies of the report will be available at the Authority's administrative office at 50 Watermill Lane in Great Neck. Consumers can receive a mailed copy by calling the Authority at (516) 487-7973, ext. 4.