



E-NEWS
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GOODNIGHT IRENE!!!

In the wake of the storm many utilities experienced outages. We are happy to report that the Kent County Water Authority was able to maintain public water service to our customers throughout this period. Our emergency procedures and backup electrical power enabled us to be better prepared and remain operational in light of the statewide storm damage. Our ongoing capital and infrastructure replacement programs have proven to be well worth the investment when emergencies like this occur.

Good News

In July Kent County Water Authority was notified by Standard & Poor's Rating Services that our underlying rating was raised to an A+ for our water revenue bonds, reflecting the Authority's continued healthy financial performance coupled with a sound operating history. We are

pleased that Standard & Poor's has recognized our continued commitment to our customers and the health of our system.

Planting a New Lawn

Whether you need to reestablish, plant or reseed your lawn September is the ideal time to do that. The conditions are perfect and your lawn will be fully established by next summer. The earlier the better so don't wait; you will be surprised by the results. Select seed for the northeast growing area and look for blends that are drought resistant. Some seed is now coated to hold water and grow quicker. Good seed is not cheap but it is worth the investment as it will germinate better and provide great results. Don't forget starter fertilizer designed for new seeded or planted lawns.

Lawn Fertilizing

If you fertilize your lawn once a year, September certainly is the best month to do so; there are cooler temperatures, ample rain, and weeds are dying back. For the greatest benefit be sure to use slow release organic fertilizer. This type is more likely to stay in the root zone rather than washing off to local waters during rainstorms and also will be stored in the roots for next spring.

Shutoff for Nonpayment Continue to Rise

Over the past year we have seen a marked increase in delinquent accounts. Failure to make payment on your bill eventually leads to a shutoff notice and subsequent discontinuance of service. The charge for shutoff of a delinquent account is \$55.00. After payment of the delinquent amount the turn on charge is \$45.00. This amounts to an additional \$100.00 added to the delinquent amount before water

service can be restored to your property. It is very important that you contact us as soon as you think you may not be able to make payment within the normal 30 day grace period. At that time we can discuss options for payment and perhaps offer a payment plan to get you through a tough period and avoid the shutoff and turn on charges. If you stay within your payment structure it will save you from the additional \$100.00 charge associated with the shutoff and turn on policy.

Hydrant Painting Program

As you may have noticed we have stepped up our hydrant painting program in an effort to get more hydrants properly coated for protection and visibility. This year we added two more personnel to the painting team and made significant headway towards this goal. Weather dependent we plan on continuing this program until our system has been completed.

Rhode Island Department of Health (RIDOH) Changes Cross Connection Regulations

In response to political pressure the Cross Connection Control laws were changed to reflect a lesser concern for potential threats from existing single family homes. The RIDOH has changed its regulations in response to the law change to no longer mandate the installation of residential backflow prevention in existing single family homes. The RIDOH has left it up to each water supplier to determine the course of action concerning existing homes. The Kent County Water Authority believes that the protection of public health and the water supply is best served through the installation of containment backflow devices at every service connection. We will continue efforts in this direction. Please visit our website to view the cross connection regulations and

any applicable customer compliance requirements for backflow prevention.

Mishnock Well Field Treatment Plant

The Mishnock well field treatment plant construction contract was awarded to Hart Engineering Corporation. This eleven million dollar project will improve water quality and supply capacity for our system. A ground breaking ceremony will commence construction activities sometime later this month. Stay tuned for more details in following E-News publications.

Odd/Even Outdoor Water Use Policy

As a reminder the KCWA Odd/Even watering policy remains in effect on a year round basis. The program was originally contemplated as a supply equalization measure during the summer months to mitigate spikes in maximum day demand that were occurring when the majority of customers would water on the same day, or multiple days throughout the week. A few years ago the Board adopted the year round implementation philosophy in its Rules and Regulations to take the guesswork out of when a customer could or could not use water outside. The current year round policy allows odd-numbered addresses to water on odd-numbered calendar days and even-numbered addresses to water on even-numbered calendar days and has shown promise in the reduction of significant peaks in daily water use. Water saving kits and rain gauges are still available. Stop by and pick one up.

Customer Billing and Contact Information

Each time you call our office you will now be asked to provide your current information. It is very important to keep your billing and

phone contact information up to date. As customers change phone companies or phone numbers we are very often left out of the loop. This makes it very difficult to contact you should an emergency or other complicated billing matter arise. The quicker we can get in touch with you the faster these matters can be resolved. We are now looking at a system wide notification system that will automatically contact each of our customers should a contamination or other malevolent acts occur. An up to date phone number in our database is in the best interest of everyone in these situations. Please contact any of our customer service representatives to quickly update any of your contact information or if it is more convenient insert the information with your next payment. We certainly appreciate your help.

Let us know how we're doing – We realize that these construction projects impact your daily lives. That is why we work with our contractors to minimize impacts to our customers. Nonetheless, there is always noise, dust, and traffic delays and/or detours associated with roadway construction projects. Your patience is appreciated.

If you have questions or concerns regarding any of our construction projects, please feel free to call our offices at 821-9300 between 8:00 a.m. and 4:00 p.m. or e-mail us at customerservice@kentcountywater.org. We will be happy to provide information regarding a particular project or listen to your concerns. We are always looking for ways to improve our practices.

Additional Resources

For those of you that want to do additional research on drinking water related topics, the following web sites may be of interest to you:

<http://www.h2ouse.org/> Water saving tips, gardening tips, water budget calculator.

<http://www.wateruseitwisely.com/index.shtml>
additional links.

Water saving tips,

<http://www.allianceforwaterefficiency.org>
Efficiency

Alliance For Water

<http://www.uri.edu/ce/factsheets/sheets/sustplant.html>
Cooperative Extension List of Sustainable Trees & Shrubs

URI

<http://www.uri.edu/ce/healthylandscapes/>
– Healthy Landscapes

URI Cooperative Extension

Watch for our next issue in November.