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# “E-NEWS”

## KENT COUNTY WATER AUTHORITY NEWS LETTER



**MARCH 2013**

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### *Welcome New Employee*

The KCWA team is pleased to announce that we filled our open position. David Simmons has joined us as our new Treatment Manager/Water Project Engineer.



We're excited to have David as part of our management team. He brings us 15 years of increasingly responsible experience in water treatment, membrane plant operation, distribution system maintenance, and utility management. David was part of a team that helped his company earn the "Outstanding Operations and Maintenance" Award from Atlantic States Rural Water and Wastewater Association.

In addition to 15 years of experience, David also holds a BS degree in Environmental Toxicology and Chemistry from the University of Massachusetts and an MS in Environmental Engineering from Worcester Polytechnic Institute. David also possesses drinking water treatment and distribution operator licenses as well as a wastewater treatment license for the State of Rhode Island.

David's educational and work experience combined with frequent seminars and training sessions give him current skills that will enhance the KCWA's team's effectiveness. His first task is to get our new state-of-the-art ultrafiltration plant up and running this spring. David is an active member of the American and New England Water Works Associations.

Welcome David!

### *Licensed and Qualified Personnel*

The Kent County Water Authority is licensed by the Rhode Island Department of Health as a public water supplier. To conform to regulatory requirements operators of a public water system must also carry individual licenses pertaining to their job's specific duties in both treatment and distribution of the water supply to you. With the exception of administrative support and customer service staff all of our employees hold various levels of individual licenses as both treatment and distribution operators. These individual licenses must be maintained active in order to remain employed at the Kent County Water Authority. Maintaining

an individual license requires participation in continuing education programs. Our employees in these capacities must attend continuing education programs as necessary to meet the credit requirements for licensing renewal outlined in the Rhode Island Department of Health Rules and Regulations. The higher the grade numbers the higher the level of licensing and increased number of credit hours required to renew the license. Currently 26 of our 32 employees hold Rhode Island Department of Health licenses:

License Level	Management	Field personnel
Grade 4D	3	0
Grade 3T	5	1
Grade 3D	2	6
Grade 2T	1	4
Grade 2D	3	7
Grade 1T	2	12
Grade 1D	0	6

In addition to the Rhode Island Department of Health licensing, some of our staff also hold professional licensing and certification as a Professional Engineer and in the electrical, mechanical, and automotive trades.

What does this mean? You can be confident that dedicated, properly trained and licensed personnel are working to provide you with clean potable drinking water meeting all of the Rhode Island Department of Health public drinking water guidelines. We are proud of the level of commitment and licensing our employees convey in their endeavor to best serve you, our customers.

### *Rules and Regulations*

Rules and Regulations represent a method of keeping our customers informed of both the water utility and customer responsibilities concerning things like billing, maintenance, ownership guidelines and other important issues. During many of our customer service interactions we find our customers communicating that they are unaware of their responsibilities as a customer. This can sometimes leave customers in precarious situations when a repair is required or a change in property ownership is about to occur. The acceptance of public water from the Kent County Water Authority represents a contract between the customer and Water Utility. Each party's responsibilities are delineated in

the applicable sections of the Kent County Water Authority Rules and Regulations. We strongly recommend that all customers periodically review the rules and regulations to keep current of each party's responsibilities and stay abreast of any changes that may occur from time to time. Please feel free to contact any of our customer service representatives anytime you have a question or concern. A copy of the Kent County Rules and Regulations is available at our main office or online at [www.kentcountywater.org](http://www.kentcountywater.org).

### ***New and Improved Website***

In January 2013 we launched our new and improved website [www.kentcountywater.org](http://www.kentcountywater.org). This is our first phase in making our website more customer friendly and interactive. The look, feel and software upgrades now make it easier to navigate and download information. More information was included to help keep our customers informed of what is in the works, various technical studies, regulatory reports and future plans for system improvements. Phase two and three website improvements come under the auspices of our Finance and Administration Department and will be focused on providing billing history information and a credit card option for the payment of bills. Please visit the website and feel free to forward your value added suggestions to [customerservice@kentcountywater.org](mailto:customerservice@kentcountywater.org).

### ***Consumer Confidence Report***

An annual Consumer Confidence Report (CCR) is required to be delivered to each customer by federal and state regulatory requirements. The intent is to keep the public aware of compliance testing results regarding the public drinking water provided to you in the previous year. This year's report covers all testing completed from January 1, 2012 through December 31, 2012. Our annual report will be heading to the contract printer this month and you should be receiving it in the mail during the last week in May. This publication reflects our ongoing efforts to keep you informed about the quality of the water, helpful tips on water conservation and information on system improvement projects.

### ***Backflow Prevention Program***

The Rhode Island Department of Health Rules and Regulation outline mandatory and enforceable requirements concerning the installation of backflow prevention appurtenances in both new residential and commercial buildings. The new requirements focus on "containment." Containment will require the installation of an appropriate backflow prevention device directly after the meter in the vicinity where the water service enters the building. Rhode Island plumbing code also requires the installation of thermal expansion controls in conjunction with the backflow device installation.

The Kent County Water Authority must conduct an inspection to verify that each service is in compliance with

requirements contained in the Rhode Island General Laws and the Rhode Island Department of Health Rules and Regulations pertaining to Public Drinking Water. The first phase of the inspection process will begin shortly with letters regarding Cross Connection inspection to our commercial customers not currently on file as having a backflow preventer.

For complete details about Cross Connection requirements please see our Rules and Regulations that can be obtained in our office or online at [www.kentcountywater.org](http://www.kentcountywater.org).

### ***Just Ask***

If you have a question or need a payment plan – "Just Ask" call 821-9300 and the Customer Service Department will be happy to assist you. We will answer the phone and respond to your questions. If we do not have an answer to your question we will research it and get back to you promptly.

### ***Spring into Conservation***

This is the time of the year we begin our gardening season. Certainly long overdue with the passing of the snowy winter. Prior to any planting, plan now for a dry summer. Using simple water conserving techniques will pay for themselves.

#### **TRY THESE:**

*Soil Preparation*  
*Compost*  
*Organic Fertilizers*  
*Protective Mulch*  
*Native Plants*  
*Drought Resistant Grasses*

Used in combination will provide beauty, easy care and less water use. Your plants and grass will flourish and you will be adding to a natural environment.

If you have an in-ground irrigation system it should be properly zoned and set for the odd/even watering cycle that is required. Remember that 1-inch of water per week applied to a lawn is all that is necessary for New England lawns. Have a great growing season.