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# "E-NEWS"

## KENT COUNTY WATER AUTHORITY

### NEWS LETTER

**SEPTEMBER 2013**

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

Over the previous year we have been making an intensive effort to have our commercial customers come into compliance with legislative and RI Department of Health mandates for containment backflow protection. One hundred customers have received letters to date to coordinate an inspection of the meter connection for compliance purposes. Approximately three hundred have either been inspected and/or contacted us to set up an appointment to conduct the required inspection. The regulatory containment backflow strategy requires 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. Customer cooperation is the key to successfully completing the inspection phase of the program in a timely manner. Eventually all commercial services must be fitted with backflow prevention.

To help expedite the long term compliance process we highly recommend that all of our commercial customers take a proactive approach to compliance. Contacting one of our customer service representatives to set up an appointment to have your meter setting inspected for any existing backflow prevention devices is a positive step towards completing this compliance goal. We appreciate you cooperation as we work toward meeting this regulatory compliance mandate.

Complete details about Cross Connection requirements can be reviewed in chapter 9.4 of the RI Department of Health Rules and Regulations Pertaining to Public Drinking Water [http://sos.ri.gov/documents/archives/regdocs/released/pdf/D\\_OH/7059.pdf](http://sos.ri.gov/documents/archives/regdocs/released/pdf/D_OH/7059.pdf) and RI General Law 46-13-22 <http://webservice.rilin.state.ri.us/Statutes/TITLE46/46-13/46-13-22.HTM>. Details specific to Kent County Water Authority program are outlined in our Rules and Regulations available at our office or online at [www.kentcountywater.org](http://www.kentcountywater.org).

#### ***System Wide Maintenance Flushing***

The Kent County Water Authority will be performing its fall hydrant flushing program during October. Area specific flushing schedules are normally posted to our website and in the local newspaper. This program is an important

component to the overall water quality program for a licensed public water system. When flushing is occurring on your street we recommend refraining from doing laundry during the period that water is flowing from the hydrants on your street. As a precautionary measure against possible mineral staining it also be advisable to wait two hours or so after the hydrants have been shut off before resuming normal water use activities. We appreciate your patience and cooperation during this essential maintenance work.

#### ***Mishnock Treatment Facilities***

Work on the Mishnock treatment plant and revitalized well field facilities is moving towards substantial completion of the construction and operational performance phases. Right now many of the system components are being fine tuned. Final integration of the control and monitoring systems is a tedious undertaking and it appears we are at the point where automated operations are close at hand. Earlier in July we achieved the regulatory water quality component requirements and subsequent RI Department of Health approval to distribute the water produced at this facility for public consumption. Water quality has been excellent and the treatment system is fulfilling our water quality expectations. Upon acceptance of the facilities from the contractor, a formal dedication ceremony will occur to commemorate this state of technology facilities.

#### ***Infrastructure Improvements***

Work is progressing along on the rehabilitation of our Quaker lane transmission pump station. The original facilities were constructed in 1982. This project focused on upgrading pumping capabilities, instrumentation and structural enhancements to meet current codes and future water demands in the service area. We look forward to better service to our customers as these facilities become fully operational in November.

Water main replacement has been moving along quite well in the Prospect Hill, Providence Street areas of West Warwick. These improvements replace very old infrastructure and will help to improve the overall flow and quality of service in these areas. In conjunction with town road permit requirements final Paving must wait until the spring to ensure any subsidence in the trench areas occur and is corrected prior to installation of the curb to curb overlay

pavement course. We appreciate your patience during this important construction work.

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

Our annual Consumer Confidence Report (CCR) was delivered to you at the end of May. The intent of this document is to keep our customers informed of water quality compliance testing results from the drinking water provided to you during the previous reporting year. This year's report covers all testing completed from January 1, 2012 through December 31, 2012. We also take the opportunity to use this document to provide our customers with helpful tips on water conservation, information on system improvement projects and other interesting information on what we are doing for our customers. This publication reflects our ongoing efforts to keep you informed about your public water utility. We hope everyone takes the opportunity to peruse this informative booklet.

### ***Providence Rate Increase***

The Providence Water Supply Board has presented a proposed rate increase of 32% to the RI Public Utilities Commission. Any rate increases in the wholesale rates must be passed on to our customers. The Kent County Water Authority Board reviewed this matter and voted to intervene in this proceeding to protect our customers from the possibility of Providence Water retail costs being conveyed to the wholesale rate and consequently passed on to our customers. We have been working vigorously on the proposed Providence Water wholesale rate increase. Our consultant's opinion is that the vast majority of the Providence Water case revolves around monies needed for infrastructure improvements in its retail sales district. We strongly opposes passing on any of the Providence Water retail sales costs to the our customers in the form of an increase in the wholesale rate to the Kent County Water Authority. We will continue to make every effort to protect our customer base from any unreasonable increases. The ultimate final rate decision is in the Public Utilities Commission hands. Detailed information on the progress of the case can be obtained from the RI Public Utilities and Carriers website.

### ***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. We cannot overemphasize the significance these requirements have when dealing with customer service concerns. The rules and regulations cover issues ranging from billing matters, application for service to service requirements for large developments. We often find our customers communicating that they are unaware of the rules and regulations and their corresponding 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).

### ***Website***

Our new and improved website may be your best first choice to learn more about your public water supplier. The website can be accessed at [www.kentcountywater.org](http://www.kentcountywater.org). Recent 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 will be focused on providing billing history information and a credit card option for the payment of bills. As we traverse the many software and administrative requirements of this endeavor we continue to find more and more related issues to contend with in a relatively small and nonprofit utility operating environment. Our Finance and Administration Department will be making a concerted effort to attain this goal over the next several months. We hoping to iron out all the issues and put together a Proposal solicitation for the services necessary to bring this program to our customers. In the interim, please visit our website and feel free to forward your value added suggestions to [customerservice@kentcountywater.org](mailto:customerservice@kentcountywater.org).

### ***Just Ask***

If you have a question or need a payment plan – "Just Ask". Calling 821-9300 will put you in touch with one of our Customer Service Department. We personally answer the phone and are pleased to respond to your questions or concerns. If we are unable to immediately answer to your question we will research it and get back to you promptly. Quality service to our valued customers is what we strive for.

### ***Wintertime Preventative Measures***

Winter cold season is just around the corner. It is very important to thoroughly examine your plumbing to ensure it is protected from freezing. Insulation to block drafts, heat tape installed on exposed plumbing or heating areas where plumbing could be exposed to low temperatures are just a few ways to protect your valuable plumbing from damage.