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# "E-NEWS"

## KENT COUNTY WATER AUTHORITY

### NEWS LETTER

**JUNE-2014**

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### *Facilities and Infrastructure Improvements*

The Quaker Lane Transmission pumping facilities has undergone a complete rehabilitation. The 2.8 million dollar project provides increased reliability and pumping capabilities through mechanical, electrical, architectural and instrumentation improvements. These facilities can now be remotely monitored and controlled from the Kent County Water Authority offices. The station design incorporated multiple pressure gradient pumping capabilities. Low service pumps were installed under this rehabilitation project. The high service pumps will be installed at a later date in conjunction with a future transmission main capital project along Route 2. The facility improvement design was completed by C&E Engineering Partner of Woonsocket. Construction was completed by HART Engineer Corporation.

The Kent County Water Authority has partnered with the RI Department of Transportation to incorporate water main replacement as part of the RIDOT Apponaug Long Term Improvement project. This is a four year DOT project to reroute roadways and traffic patterns. We feel fortunate to be able to include our needed water main replacements as it represents a significant cost saving over conducting this work separate from the DOT project. The installation of new water mains at this juncture will provide an assurance that the new roadways will not have to be compromised resultant from aged infrastructure failures.

Water main replacement projects are in full swing. Construction is currently underway in the Prospect Hill area of West Warwick.

### *Public Utilities Commission Oversight*

The Kent County Water Authority is a public benefit corporation subject to regulatory oversight by the RI Public Utilities Commission. On June 6, 2014 the public utilities commissioners and associated division staff representatives toured the Authority's facilities and ongoing infrastructure projects. The commissioners wanted to obtain a firsthand appreciation of the scope of improvements the customers have received relative to previous and future rate structure decisions. The Kent County Water Authority is proud of the many system and facilities improvements that have been scrupulously accomplished over several years. Our customers have reaped the benefits of improved water quality, system supply reliability and superior fire and domestic of service.

### *Credit Card Payments*

Credit card payment option is coming soon. We are in the final stages of negotiation with a vendor and website provider to make available this payment option to our customers. Once everything is set up and tested we will put out a press release and notification on your bill. It has been a bit of a struggle because of our regulatory requirements but we anticipate this service will be available very soon.

### *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, 2013 through December 31, 2013. Our annual report was mailed to our customer base in May. A copy is also available online at [www.kentcountywater.org](http://www.kentcountywater.org). 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).

### ***Taking a Vacation***

If you plan to be away for an extended period of time, don't forget to shut off the water to your clothes washer and outside hose spigots. Check for any apparent leaks at your hot water

heater, toilets and exposed plumbing. There is nothing worse than coming back home from vacation to a basement full of water and a potentially large water bill.

### ***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.