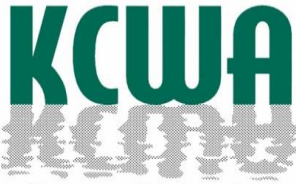


KENT COUNTY WATER AUTHORITY

Seven Decades of Service

Customer Directory

*Your condensed guide
to water system information, conservation and ways to save
as a customer of the
Kent County Water Authority District,*



Kent County Water Authority

P.O. Box 192
West Warwick, RI 02893-0192
401-821-9300
www.kentcountywater.org

GENERAL INFORMATION:
Message to our new customers:

Our customers are very important to us. We feel that advancing open lines of communication greatly enhances overall customer service relationships. It is our pleasure to welcome you and provide you with this condensed customer guide for the Kent County Water Authority service district. We look forward to serving you and hope that you find this guide an informative and helpful customer reference.

At the Kent County Water Authority our mission is to provide service to you 24 hours a day, 365 days a year. Public water supply must embody confidence that the water delivered to our customers meets all of the federal and state requirements for drinking water service. That's why we consistently strive to provide the highest quality product and services to our customers.

Kent County Water Authority is a non-profit entity established by the State of Rhode Island to service your public water needs as cost effectively and efficiently as possible. We take pride in this undertaking and work diligently every day to make sure that your drinking water meets the highest standards for water service.

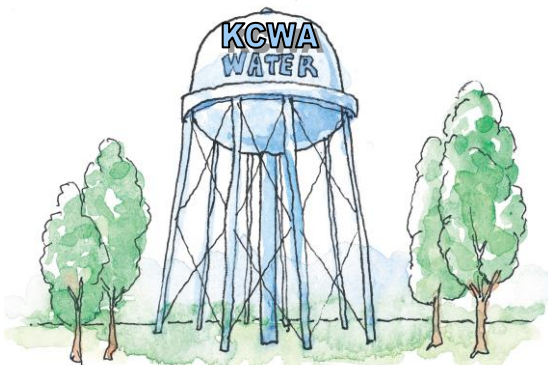
As a customer, you have a vested interest in your water supply and in the Kent County Water Authority System. In short, we exist to service you. As you look through this guide, you will find general information about the Authority, useful tips on how to conserve water, how to read and understand your bill and an overview of some important regulatory requirements. The staff of the Kent County Water Authority is ready to assist you with any questions you may have regarding the content of this booklet or any other general water system operating questions you may have. We look forward for the opportunity to answer any questions you may have at (401) 821-9300 between 8:00 a.m. and 4:00 p.m., Monday through Friday. Please feel free to visit our web site at www.kentcountywater.org.

Best wishes,
Kent County Water Authority

Table of Contents

Page#

General Information	1
About the District	4
Understanding Your Bill and Frequently Asked Questions	5
Water Conservation	10
Outdoor Water Use	14
Water Quality	18
Help from KCWA	21
Dig-Safe	22
Ownership	23
Radio Frequency Metering	23
Cross Connection Control	24
Infrastructure Improvements	27
Selling Your Home	28
Winter Protection	29
Where Are We Going?	30
How Do I Know a KCWA Employee?	30



Mailing Address: Kent County Water Authority
P.O. Box 192
West Warwick, RI 02893-0192

Street Address: 1072 Main Street, West Warwick

All connections: (401) 821-9300

Web Address: www.kentcountywater.org.

E-mail Contact: Customerservice@kentcountywater.org

KCWA BOARD MEMBERS:

Chairman	Robert B. Boyer, West Warwick
Vice Chairman	Peter O. Masterson, East Greenwich
Secretary	Edward S. Inman III, Coventry
Treasurer	Joseph E. Gallucci, Warwick
Member	Frank A. Giorgio III, West Warwick

MANAGEMENT:

General Manager/Chief Engineer	Timothy J. Brown, P.E.
Director of Administration & Finance	Jo-Ann M. Gershkoff
Director of Technical Services	John R. Duchesneau
Director of Operations	Richard L. Burns
Project Engineer & Treatment Manager	David L. Simmons



Kent County Water Authority was incorporated under the General Laws of the State of Rhode Island and its jurisdiction includes all of Kent County. Our enabling legislation can be found under Rhode Island General Laws Chapter 39-16.

About the District:

- 26,700 customers; over 448 miles of underground water mains.
- The Kent County Water Authority supply consists of treated water purchased wholesale from Providence Water Supply Board and treated water from wells owned and operated by the Authority.
- Booster pumping stations and storage tanks are owned and operated throughout our district for supply needs.
- Kent County Water Authority operates maintenance crews and emergency staff throughout the day for the convenience of our customers.
- The main office is centrally located at 1072 Main Street, West Warwick and is handicapped accessible. Business hours are Monday through Friday, 8:00 a.m. to 4:00 p.m. The office is closed on weekends and legal holidays.
- Emergency staff are available throughout the day and evening hours, as well as on holidays and weekends.

Kent County Water Authority operations are governed by its Rules & Regulations, which are available on-line at kentcountywater.org or a printed copy can be purchased at the main office.

Kent County Water Authority is a regulated utility under the purview of the Rhode Island Public Utilities Commission, 89 Jefferson Boulevard, Warwick, Rhode Island 02888. Any complaints concerning service or billing not addressed to your satisfaction by the Kent County Water Authority may be forwarded for resolution to the Division of Public Utilities and Carriers, Consumer Protection Unit, (401) 780-9700. For more information about Kent County Water Authority, please visit our web site (www.kentcountywater.org) or call a customer service representative at (401) 821-9300.

UNDERSTANDING YOUR BILL FREQUENTLY ASKED QUESTIONS

Billing and Contact Information:

Keeping your billing and contact information up-to-date is very important. Any change in billing address, property ownership or phone number should be reported to our customer service representatives as soon as the change occurs. This information will also allow us to contact you should a problem arise that you may not be aware of. Please call (401) 821-9300 to speak with one of our customer service representatives to update your profile.

Billing Cycle:

Residential billing is accomplished on a quarterly cycle. Payment is due 30 days from the issuance of the bill. Interest is applied to the unpaid balance after 30 days. If payment is not received within 45 days from the issue date, a delinquency notice is customarily sent as a courtesy reminder. If payment is not received, a shut off notice is sent to the customer with termination of service to follow. The unpaid balance plus a shut off and re-connection charge must be collected before water service is reactivated. Should a difficulty arise that prevents you from making your payment on time, please contact us immediately to coordinate a payment plan. A simple phone call to our customer service staff will start this process.

Q: Can I pay my bill online?

A: Our customers have convenient access to an online payment option via a link "Pay Your Bill Online" located at the web address www.kentcountywater.org. Credit card payments can also be taken at our office at 1072 Main Street, West Warwick. Additional information on the credit card and ACH payment method can be obtained online or by contacting our customer service representatives at (401) 821 9300.

Q: What is the consumption charge (RS, IC, or GT)?

A: The RS (Residential), IC (Industrial/Commercial) and GT (Governmental) consumption charge is derived from calculating your water usage by the current approved rate in effect at the time of billing. Your bill will fluctuate depending on the amount of water used.

Q: What is the water protection (WP) charge?

A: The WP (Water Protection) charge is imposed by the state. The Kent County Water Authority bills and collects this charge for the state. The money is used by the state to protect the source of your drinking water from potential pollution. The state determines the use of these funds through water quality protections initiatives.

Homeowners of single-family dwellings who are 65 years of age and live at the property are exempt from this charge, as are some commercial agricultural producers. Please review our Rules and Regulations or call one of our customer service representatives for details on these exemptions.

Q: What does the service charge (SC) mean?

A: The SC (Service Charge) is part of our rate structure and is based on the size of the water meter. This is a fixed amount.

Q: How is my water consumption calculated?

A: Water consumption is charged in units of 100 cubic feet for dial register meters. Each 100 cubic feet is equal to approximately 750 gallons of water consumed. Water consumption is charged in units of 1 cubic foot for radio frequency registers. Each cubic foot is equal to 7.5 gallons of water consumed. All meters in the service area register in cubic feet.

Q: My current water bill is considerably higher than my last bill. Why is my bill so high?

A: You are either using more water than you did the last quarter, have a leak or our rate structure may have increased. Plumbing leaks, seasonal usage or change in life style can result in higher usage. Occasionally, we must increase rates to cover rising costs associated with maintaining and improving your water system.



Q: How could I have used this much water?

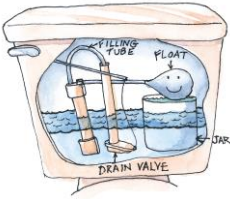
A: When questioning your billed consumption, check the reading on the water meter located within your home to confirm that the reading obtained by the Authority is accurate. Also available to the customer is the leak detector indicator located on the face of the water meter register. To use this feature, all water use within the home must be off such as the faucets, dishwasher, washing machine and all other water using appliances. Check the water meter to see if it is spinning. Older model meters use a red triangle that rotates to indicate a leak. The new digital radio frequency meters will blink a faucet image to indicate a leak and must be activated by pointing a flashlight on the register. If you need assistance feel free to call our customer service representatives at (401) 821-9300 to walk you through the self-check procedures.

Radio Frequency

Older Model



Water bills and consumption can increase for a number of reasons. The following is a list of common things to look for:



Potential Water Leaks:

- Faucets
- Toilets
- Lawn Sprinkler System
- Showers
- Outside Faucets

Seasonal Usage:

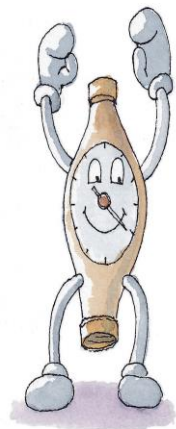
- Watering Lawns
- Washing Cars
- Increased Showering
- Watering Gardens
- Filling Swimming Pools
- Increased Clothes Washing

Change in Life Style:

- Increase in the number of people living in your home
- New Appliances
- New Additions (bathroom)

Q: How can I know how much water I used?

A: The only accurate way to monitor water usage and calculate the amount of water you have consumed is to monitor your meter reading from the indicator on the face of your meter. We read your meter quarterly utilizing an outside reading device or radio frequency. That is the reading that appears on your quarterly statement. You can compare that reading to the one indicated on the face of your meter to ensure the reading is comparable. Keep in mind that water consumption continues between the reading date on the statement and the date you receive



the statement in the mail. The statement reading should be less than yours because of the time lag between when we take the reading and when you receive your bill. Radio read meters require a flashlight be shined on the dial to activate the digital dial for you to obtain a reading.

Q: Why is my bill exactly the same as the last bill?

A: This may occur when readings are obtained from dial register meters that are computed by rounding to the nearest 100 cubic foot of consumption. Occasionally, the consumption in your current bill may reflect the same numerical value as the previous quarter because the billing uses only significant digits to the 100 cubic foot increment. Even though your actual consumption may have been a little more than reflected during one cycle, this amount will be picked up in the consecutive cycle. This does not apply to radio frequency meters.



Q: Why do I have to pay for water when water is a natural resource?

A: Water is a natural resource, but water in its raw state cannot be consumed or sent to your home. Many costs are associated with providing potable water meeting safe drinking water standards to your home, which includes such things as: the cost of producing, transporting and treating the water, maintenance of the infrastructure and associated costs, mandated regulatory requirements and the actual purchase of wholesale water.

Q: What if I can't pay my bill on time?

A: Please call a Kent County Water Authority Customer Service Representative at (401) 821-9300. We can note your account on a payment date or offer payment plans on a case by case basis.

Q: Is it true that you can't terminate service to my home for non-payment in the winter?

A: This is not true. As a public utility we can terminate service during the moratorium period if we follow the proper notification rules. Again, if you have trouble making a payment, please call the Customer Service Department at (401) 821-9300. It will avoid additional charges to reactivate service after disconnection.

**COMMUNITY PARTNERSHIP FOR WATER
CONSERVATION AND TIPS FOR YOUR HOME**

Water covers three quarters of our planet, and is often taken for granted because of the perception that all of the water is readily available for human consumption or potable use. However, clean water is a very limited resource. Only a small fraction of the earth's fresh water is available for our use. Water conservation can have a positive impact for both you and your community's financial and environmental resources. The following tips can help all of us save money on our overall utility bills and conserve water without compromising our standard of living.

Check for Leaks:

Your meter contains a leak detection indicator, a small red triangle on the meter face or for the new electronic meters a blinking faucet image. The following procedures must be used to evaluate if your meter is indicating a leak:

- Turn off all faucets, showers and all appliances such as

dishwashers, washing machines and icemakers.

- Watch the leak detection indicator. If it is moving or blinks, it indicates there is a leak.
- Inspect all of your appliances and plumbing fixtures. If there is an isolation valve, isolate each appliance or fixture and recheck the meter. If by isolating the fixture the indicator stops, then that fixture would be the source of the leak.
- Repair the leak and retest.
- Please call for assistance if needed.

Toilet Leaks:

Does your toilet cycle when no one is in the bathroom? Do you have to jiggle the handle to stop the toilet from running? These are all symptoms of worn and leaking toilet components. In many cases, the toilet can waste hundreds of gallons of water a day without making a sound. An easy test to see if your toilet may be leaking is to add food coloring or non-staining dye tablets to your toilet tank water. Let the toilet stand for 20 minutes. If the bowl water changes color after that time, it indicates that the toilet tank water is leaking into the bowl and down the drain. Leak detection tablets can be obtained at our office at no cost to assist you in determining if you have leaks. Pick some up and test your toilets.



Faucets and Shower Leaks:

A steady drip can waste 20 gallons per day amounting to more than 7,000 gallons per year. That's equal to 280, 10-minute showers. These leaks are very easy to determine. Often, repairs can be made by replacement of washers and "O"-rings contained in do-it-yourself repair kits found at your local hardware store.



Need a cold, eight-ounce glass of water? How long do you run the faucet to get that glass of water? Keep a bottle of drinking water in the refrigerator instead of running the faucet until the water is cold.



In the Bathroom:

Approximately $\frac{2}{3}$ of the water wasted in the home can be attributed to bathroom activities. Considerable water can be saved by:

- Turning off the water while brushing your teeth or shaving.
- Not allowing the water to run for long periods of time before getting into the shower.
- Taking shorter showers using a low flow fixture instead of a bath.
- Not using toilets as ashtrays or trash receptacles. Each unnecessary flush wastes water.
- If you have an older toilet (pre 1994), consider replacing it with a new low flow or high efficiency toilet.

Kitchen and Laundry Conservation:



- Use your washing machine and dishwasher only when completely full or at the lowest water level based on the size of your load.
- When washing dishes by hand, instead of running the water continuously wash all the dishes first then rinse together in the draining rack. Another option is to use one basin or pan for washing and another for rinsing.
- Compost your garbage instead of putting it down the garbage disposal. Garbage disposals use a great deal of water and add unnecessary solids to your septic system.

Outside Activities:

- Use a broom instead of a hose to clean sidewalks, driveways and patios.
- Keep your grass 2" to 3" high. Taller grass retains moisture better.
- Water during cooler parts of the day preferably in the early morning. Do not over water your lawn.
- Don't leave the water running while washing your car.
- Abide by the odd/even outdoor water use policy and any outdoor water restrictions the KCWA or state may impose.

Every Drop Counts:

Install low water use devices. Conventional fixtures and appliances require more water than necessary under normal pressure. Considerable savings can be realized by simple retrofitting of existing devices, replacing conventional showerheads, toilets and washing machines with modern low use models. Installing a low flow aerator on each household faucet and a low flow shower head are inexpensive means to conserve considerable amounts of water, along with overall utility savings.

Residential conservation kits are available at our office free of charge (1 per customer). These kits contain low-flow faucet aerators, a low-flow showerhead and tips.



OUTDOOR WATER USE MANAGING YOUR LAWNS, GARDENS AND LANDSCAPE

Most homeowners desire a well-kept home landscape with attractive flowers, shrubs, green lawn and perhaps a vegetable garden. Each year a lot of time, effort and money are spent to achieve these goals. In fact, a properly maintained landscape can help reduce soil erosion, increase water retention and soil fertility. However, water is a limited resource. It is imperative that we take steps to protect and conserve it. The importance of water conservation cannot be overstated. Over the past several years, we have introduced several programs to promote water conservation. We appreciate customer's participation in these programs and will continue to strengthen our commitment to this important cause. As a Kent County Water Authority customer, you play a vital role in protecting and conserving our precious water resources. Your cooperation can help us continue to provide dependable service to all our customers.

Plant Smart:

It is easier to keep your lawn healthy if the type of grass is suited to local growing conditions, which include rainfall, temperature, soil type and available light. Select a native drought-resistant or low-water use turf grass. Many new improved varieties are now being offered.

Seeding:

The best time to seed a new lawn is in late summer, August 15th to September 15th. The cool nights and warm days with regular precipitation are ideal conditions for seedling growth. There is also less weed competition in the fall than in early spring. Kent County Water Authority does not allow a variance from our odd/even outdoor water use policy for newly seeded on sod lawns.

Sod Lawns:

The installation of sod is a popular way to establish a new lawn. When installed correctly, a sod lawn can be a valuable part of your landscape. Proper irrigation does not require the wasteful practice often seen with over watering. The best results will be obtained by planning ahead for the installation of sod in late summer or early fall. Soil preparation and correct watering after installing sod is critical to its survival. The idea is to keep the soil under the sod moist as well as the root mass, which comes with each sod piece. This does not mean constantly wet and soggy. Usually one inch of water every two to three days applied in the early part of the day will be sufficient to keep the soil moist. Ideally, the use of a rain gauge or a measuring device placed in the sprinkler outlet pattern is the best way to insure you do not under or over water the new sod. Remember soil preparation is key to successful sod installation.

Water Wisely:

Most lawns in New England will survive without irrigation. Grasses normally go dormant in warm weather any time between June and September if they are not watered.



Healthy, normal lawn grasses will recover and resume growth once moisture becomes plentiful again. Lawns may die from lack of water only when they are on extremely sandy soil, not fully established or over fertilized. If you decide to

water, do so only during dry periods and then no more than one inch at a time. Established lawns need about one inch of water a week. Place a rain gauge or straight-sided can near the sprinkler to track natural rainfall and measure the amount you apply. Water before 9 a.m. to cut down on the amount lost to evaporation.

Plant Watering:

Because most plants can tolerate at least short, dry periods, watering should be timed to meet the biological needs of the plants. Watering slowly and



deeply helps develop roots. In the long run, your plants will need less frequent watering. The plants that seem to benefit most from shallow watering are the ones you don't want, such as weeds. Over-watering will injure plants. Placing a rain gauge with a one-inch mark under your sprinkler will help you gauge how much water your garden is getting. Drip irrigation systems and soaker hoses deliver water to the intended plants efficiently. The time of day when you irrigate matters also. Early morning is the best.

Xeriscape:

Xeriscape is water conservation through creative landscaping. Outdoor water use typically amounts to 40% to 50% of customer demand each year. The advantage of focusing on outdoor water conservation in this manner is obvious, and there are many options and levels that can be implemented. Xeriscape offers major advantages for customers who are concerned with their own landscapes' beauty and hardiness. The basic principles of Xeriscape are:

- Develop a landscape plan – one that integrates minimal or no irrigation and maintenance into the design/planning process.
- Limited turf areas – Turf requires more water maintenance and care than most plant materials.
- Efficient irrigation - Irrigate turf areas separately from other plantings and separate high water use plants from low water use plants. Drip irrigation and low volume spray or bubblers are good choices for non-turf areas.
- Soil improvement promotes moisture penetration and retention by improving the soil with the incorporation of organic materials.
- Use of mulches. Mulches benefit landscapes. When properly used, they reduce water needs, reduce weed growth, cool the soil, check erosion and provide visual interest.
- Use of low water demand plants. The ultimate goal is to use plants that will survive on natural precipitation with minimum amounts of supplemental irrigation. Select native drought-tolerant shrubs, perennials and ground covers.

- Appropriate and routine maintenance keeps landscapes at peak attractiveness. Proper pruning and irrigation system adjustments are among maintenance practices that help reduce water demand.

In-ground Sprinklers

The Kent County Water Authority does not endorse the use of in-ground lawn irrigation systems, but if used correctly, in-ground sprinklers may be a more efficient way to manage your outdoor irrigation needs. Unfortunately, many systems are not set up properly and some owners may not know how to reset the system for maximum efficiency. This results in wasted water. The following general guidelines can help make your sprinkler system more efficient:

- A licensed irrigation professional should maintain, inspect and adjust your system each year.
- All connections, fittings and valves should be inspected for leaks and proper operation, including the correct operating pressure. Excessive pressure can result in water waste and damaged parts.
- Sprinkler valves open and close to allow for operation of each zone. This is programmed into the controller and should be inspected regularly. Malfunction of these valves can also result in wasted water.
- Sprinkler Heads should be checked for proper spacing and alignment, application rates and operating pressure. Move or cap sprinkler heads to avoid watering paved or non-vegetated areas.
- Look for suspicious spots in your landscape that are much greener or consistently wet and muddy. This may be due to an underground leak or other malfunction.
- Learn how to program the system as well as manage in manual mode.
- Water once per week and only to the amount necessary to supplement rainfall of less than one inch per week. Frequent light watering events encourage disease and shallow roots.
- Water early in the morning to reduce evaporation.
- Do not over water. Use a rain gauge and strive for 1 inch of water per week (rainfall + irrigation = 1 inch/week).

- Sprinklers are best suited for grass. Drip irrigation is preferable for plants and shrubs.



Upgrade your system with conservation technology to meet Kent County Water Authority's Rules and Regulations:

- Install a rain shut-off device to prevent watering when it rains.
- Install a soil moisture sensor that schedules irrigation based on soil moisture conditions.
- Consider installing a “smart” controller that schedules irrigation based on weather conditions. For more information visit the Irrigation Association website at www.irrigation.org.

WATER QUALITY

Our drinking water is among the safest in the world. It takes diligence and hard work to keep our drinking water safe and in good supply. Water protection and conservation requires efforts by government, local water supply systems, industries and you.

Every Kent County Water Authority employee is committed to providing drinking water that is unquestionable in quality. All of our system operators are certified by the Rhode Island Department of Health and participate in continuous education programs to maintain those qualifications. Water quality is our primary concern. The water delivered to your home is tested over 100 times each month for compliance with State and Federal drinking water regulations.

Each year you will receive an annual Water Quality Report from Kent County Water Authority that reviews our testing results for the year and valuable information on our system.

Some frequently asked questions concerning water quality:

Q: My water is discolored, why?

A: All natural water contains dissolved minerals in varying amounts depending on the source. Kent County Water Authority has multiple approved sources of water that contain very low levels of harmless iron and manganese. Over time the minerals can become insoluble and accumulate in the water system piping especially in areas of low flows and/or velocities. Sudden large flow rates such as fire hydrant discharges or water main ruptures can cause the iron and manganese particles to become re-suspended and appear as a rusty reddish brown (iron) or black (manganese) color water at customers faucets around the affected area.

The discoloration is harmless and is just from minerals and should clear up quickly by running the cold faucet in your home or business for a short period of time. Widespread complaints usually indicate a supply system problem, while an isolated incident indicates a household plumbing problem. Please note that Kent County Water Authority works to mitigate discoloration issues with a regularly scheduled hydrant flushing maintenance program.

If you experience discolored water:

- Contact Kent County Water Authority immediately.
- Run your cold water until the discoloration clears up. If after 10 minutes the water does not clear wait one hour and try again.
- Do not wash clothes. If clothes have been discolored, do not bleach. There are products available that will help remove

staining on clothes or appliances. Contact Kent County Water Authority for more information.

Q: Why does my water smell funny?

A: Kent County Water Authority purchases a large quantity of its water from Providence Water Supply Board. At certain times of the year, the Providence Water Supply Board adds more chlorine to the water, which may produce an iodine or metallic taste and have a bleach odor. If the chlorine smell is too strong, fill a pitcher with water and allow it to sit in the refrigerator for four to eight hours and the chlorine smell and taste will dissipate.

Q: Why does my water look cloudy or milky?

A: Sometimes when a repair is made to a water main or a homeowner's water service, air becomes trapped in the lines. Because the lines are under pressure, the air becomes entrained in the water, which results in water that is saturated with air and looks milky. In some instances, Kent County Water Authority can bleed the air out of the line. However, in most cases it clears up on its own. Cold or hot water temperature changes can influence the function of the faucet aerator giving your water a milky or cloudy appearance.

Q: Why does my water taste funny?

A: Many factors effect tastes. With widespread complaints, it usually indicates a possible change in the water systems, while isolated incidents indicate a problem within the household plumbing. Chlorine is used to disinfect the water. At times, more chlorine is necessary and you may notice a distinct difference in the taste of the water. If you are more sensitive to taste issues, you may consider keeping an open bottle or pitcher of water in the refrigerator, which will help to dissipate the chlorine taste.

Q: Do I have fluoride in my water?

A: Kent County Water Authority purchases water from Providence Water Supply Board that is treated with fluoride. Water supplied by our own wells is not treated with fluoride, but may contain natural fluoride. Since water is blended in our system, fluoride is present.

Help from Kent County Water Authority:

If you have any questions about Kent County Water Authority, your bill, quality of water or general questions, please call our office at (401) 821-9300. Our customer service representatives are fully trained to help answer your questions. Our Meter Department can assist you with any meter service or meter reading issues that may arise. Management is always available if your questions have not been answered to your satisfaction.

We have water conservation devices available to help you, including:

- Toilet tank leak detection tablets.
- Low flow faucet aerators.
- Low flow showerheads.
- Rain gauges for rainfall and lawn watering sprinkler settings.



Please feel free to call a customer service representative anytime you may need assistance. We are proud to serve you and work to provide a quality product at a reasonable price to your home.

Website:

Visit our website www.kentcountywater.org to see:

- Current news
- Rules & Regulations
- Consumer Confidence Water Quality Report
- Kent County Water Authority Conservation Brochure
- Kent County Water Authority Household Water Audit Guide
- E-News
- On-line payments – ACH or Debit/Credit Cards
- And more!

Dig-Safe:

The State of Rhode Island requires protection of underground utilities from excavations.

CALL BEFORE YOU DIG
“IT’S THE LAW”
811 or
1-888-DIG-SAFE



OWNERSHIP

Service pipe between the curb stop and main is owned and maintained by the Kent County Water Authority. Service pipe between the curb stop and building or complex serviced is owned and maintained by the property owner.

Meters are purchased and maintained by the property owner. The Kent County Water Authority shall either install or observe the installation of all meters. Meters must be kept easily accessible and protected from freezing at all times.

Curb stop and curb valves shall be owned and maintained by the Kent County Water Authority.

RADIO FREQUENCY METERING



Currently, Kent County Water Authority obtains quarterly meter readings from all the water meters in our system. Representatives from our Meter Department walk the entire service area and obtain each reading from a box located on the side of the building or by radio frequency. Radio frequency meters allow for the meter reading to be obtained from a vehicle as it drives through the service area. The radio receiving device can obtain the reading from 70 meters per second from up to a mile away (depending on the terrain).

In addition to improving meter reading efficiency, these new registers will also allow us to obtain detailed information from each meter which will help us better understand water usage patterns and identify water leaks and backflow occurrences.

Based on the success of the radio frequency meters and the opportunity to improve meter reading efficiency, all new meter registers are the radio frequency type. In the near future, we would like to move forward with a program that replaces all existing meter registers with a new radio frequency type.

CROSS CONNECTION CONTROL

A quick lesson in drinking water protection:

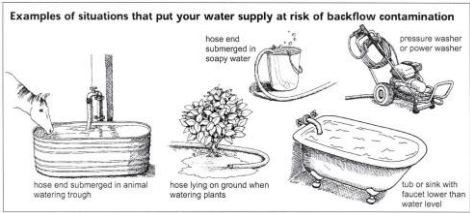
Cross-connection, backflow, backsiphonage? Three relatively benign expressions of events with ominous potential when it comes to your drinking water. To understand why these types of events are so important to the quality of our drinking water we must first take a look at what they mean in reference to your household.

A **Cross-connection** is the physical connection of a safe and potable water supply with another water supply of unknown or contaminated quality or other system that the drinking water could become contaminated or polluted by. **Backflow** is a hydraulic condition, caused by a difference in pressures that causes non-drinkable contaminated water or other fluid to flow into the drinking water system. A **Backsiphonage** is a form of backflow caused by sub-atmospheric pressure within a water system which draws a contaminate into the water system.

So what's the big deal?

Any of these conditions can contaminate your drinking water and cause sickness or even death. Over half the reported cross-connections simply involve unprotected garden hoses. Effortless things like submerging the hose to clear a clogged drain or leaving the hose connected to a spray unit that contains insecticide, fertilizer

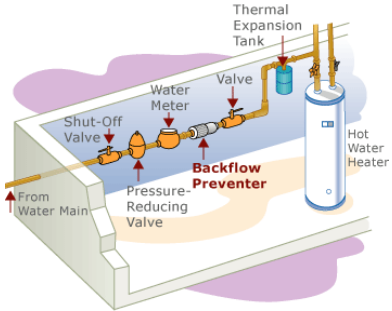
or cleaners can easily result in a backflow contamination event. An improperly installed landscape irrigation system is another often overlooked cross-connection that could allow lawn chemicals and animal feces to enter the plumbing in your home. When a backflow condition occurs contaminants can be drawn into your pipes and later you end up unsuspectingly drinking whatever was drawn into your plumbing system.



OREGON STATE UNIVERSITY EXTENSION SERVICE
 Gail Glick Andrews, Extension water quality educator, Oregon State University.

On a greater scale:

Imagine the potential contaminants from the businesses within your neighborhood. Chemicals from the local hair salon, cooling towers, boilers, plating industries and even food service. Or perhaps bacteriological waste from a mortuary, hospital bed pans, kidney dialysis, biotechnical industry waste, sewage plant or any number of other industrial processes. Should a backflow contamination event into the public water system occur, hundreds to maybe thousands of feet of public water mains could be affected and will have to be decontaminated or even need to be replaced if all the contaminants can not be removed from the mains.



Sickness, death could occur with weeks and months without public water supply. This easily can be the end result of such an uncontrolled event. Backflow incidents are very costly in terms of the impact on public health, safety, lost business, insurance claims, and direct costs to recover from a contamination event. Cross-connection and proper backflow prevention is the most cost effective

way for the customers to protect themselves and the public water supply from such a disaster.



In June 2007 the Rhode Island legislature recognized the need to provide protection against the imminent dangers cross-connection posed to the public water supply and its potential effects on the health and safety of all Rhode Islanders. With the passage of RIGL 46-13-22 the legislature charged the RI Department of Health with developing consistent statewide regulations governing cross-connection control for all public water suppliers. In May 2009 the RI Department of Health promulgated its cross-connection regulations. The regulations reflect that public water suppliers must take a containment strategy to backflow prevention based on a five-year compliance implementation period.

With these directives in place the Kent County Water Authority revised its cross-connection regulations for compliance with the regulatory mandates. We have completed the requisite cross-connection control program compliance certification to the RI Department of Health.



Water customers have the ultimate responsibility for properly maintaining their plumbing systems and ensuring that cross-connections are not created. Customers are also responsible to ensure that the required backflow devices are installed,

tested and maintained in operable condition. In 2014 we implemented our survey process beginning with commercial and industrial accounts. We are in the process of identifying those accounts. Any account not having a backflow device installed or found to have a cross-connection will be required to install a backflow device with thermal expansion and eliminate any cross-connections. We appreciate your cooperation in helping us to conduct this important aspect of our program. Additional information on our current Cross-connection Control Regulations as well as typical installation diagrams can be obtained at our office or viewed on our website.

INFRASTRUCTURE IMPROVEMENTS

OUT WITH THE OLD



Wood Stave Pipe



Tuberculated Unlined Cast Iron

IN WITH THE NEW



Cement Lined Ductile Iron Pipe

Kent County Water Authority distribution and transmission mains comprise a network of more than 448 miles of underground infrastructure, 5 storage tank facilities, and a multitude of pump, wells and pressure control stations that must be continually maintained. Many of the water mains are over 100 years old. Rhode Island General Law 46-15.6 requires that all large water suppliers implement an infrastructure replacement program to address such things as aged and failing mains, rehabilitation of tanks and pumping stations. Each water system is required to provide a funding mechanism to replace and/or rehabilitate identified components at the end of their useful life within the framework of the regulations. It is imperative for the continued viability of your water system and water quality to replace aging water mains, rehabilitate tanks and pumping stations, and implement programs that streamline our service to our customers. Inevitably, water rates will go up in order to pay for the replacement of old infrastructure. Costs associated with these improvements are incorporated in the rate structure for your billing. The rate structure and our programs are reviewed and approved by the Public Utilities Commission (PUC). Water costs less than one cent per gallon delivered to your home. Water is still the best bargain in town in comparison to other utility and cable services.

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SELLING YOUR HOME

It is very important that you notify us in writing of any change in ownership or occupancy of the building. Our regulations require this so we can ensure continuity of billing infrastructure and our Cross Connection Control Protection Program. Property closing forms are available on our website or a copy may be obtained at our office.



WINTER PROTECTION

If you experience a loss of water during the freezing weather, we recommend first examining the areas where your exposed plumbing runs through your basement for areas that may be exposed to outside air infiltration:

- Cold air drafts from poorly sealed exterior door.
- Open or partially open basement window.
- Pipes that run through unheated crawl spaces.
- Pipes with inoperative heat tracing tape.
- Un-insulated pipes in contact with concrete above the frost line.
- Drafts along the foundation in the vicinity of exposed plumbing.

If you find plumbing that has been exposed to the cold drafts or in any of these situations, please take action to correct the problem causing the plumbing to freeze. In some cases this may require calling a licensed plumber, stopping a drafty condition, insulating the exposed pipe, increasing the room temperature where the exposed plumbing exists or possible the installation of heat tracing tape. In any case it is strongly recommended that you obtain advice from a licensed plumber before you attempt to defrost frozen pipes.

Please remember your first line of defense against sporadic occurrence of frozen pipes is to regularly inspect for drafts, pipes exposed to frost and room or basement temperatures that may fall below freezing temperatures.

WHERE ARE WE GOING FROM HERE?

- Improved Customer Service.
- Maintain Balance Between Demand & Supply.
- Continued Infrastructure Improvements.
- Continue to Adapt to Water Demand Changes With System Changes.
- Availability of Supply for Development of Commercial and Industrial Customers.
- Enhance System Quality by Source Improvements.

HOW TO IDENTIFY A KENT COUNTY WATER AUTHORITY REPRESENTATIVE?

- Kent County Water Authority employees wear green uniforms with KCWA logos that are clearly visible.
- Kent County Water Authority trucks are white with green lettering and logos around the vehicle that are clearly visible.
- All employees carry photo ID's and customers should ask to see them prior to entry to your home.
- In most cases, all house visits are by appointment and in particular for meter repairs or internal reading confirmation.
- If in doubt call (401) 821-9300 and confirm that it is a KCWA employee that wishes to gain entry for a meter reading and/or meter repair.

Kent County Water Authority
P.O. Box 192
West Warwick, RI 02893-0192

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