



**E-NEWS**

**A Publication of KCWA**

**Issue No. 22**

**November 2011**

***Construction Starts on Mishnock Treatment Plant***

In an October 18, 2011 ground breaking ceremony the Kent County Water Authority celebrated the commencement of construction on an 11,570,000 Mishnock Raw Water Treatment Plant project. General Manager Timothy Brown P.E., Board Chairman Robert Boyer, Vice Chairman Peter Masterson, Board member Edward Inman and representatives from Rhode Island Department of Planning were on hand for the ceremony.



For five decades the Mishnock Well Field, spanning Coventry and West Greenwich, has been a reliable source of public drinking water for the eight cities and towns serviced by the Kent County Water Authority. In 1996 the Board of Directors envisioned a need to respond to the demands of increased economic growth in these communities and voted in favor of a strategic plan to expand the well field capacity through the use of the Rhode Island Water Resources Board Water Protection Program funding to assist in the acquisition of water protection land at the Mishnock aquifer.

A number of scientific studies were conducted over the years to satisfy environmental concerns and conclude the economic feasibility of this source. Results of these studies revealed that in excess of four million gallons a day could be realized with insignificant impact to the surrounding environment. Over this period aesthetic concerns regarding customer complaints of plumbing fixture staining and

stricter EPA regulations resulted in temporarily shutting off these wells to evaluate the best approach to treatment for this vital water supply.

The engineering firm Wright Pierce was hired in 2007 to evaluate current and future water quality concerns, and design the onsite treatment facilities. The new treatment plant was designed with state of the art technologies to remove radon, iron and manganese, adjust pH, and provide disinfection meeting the EPA inactivation and removal of viruses and bacteria from groundwater sources.

The bid for construction of the plant was awarded to HART Engineering Corporation of Smithfield, Rhode Island. The project will take approximately 18 to 20 months to complete.

During Chairman Boyer's public address, he expressed how proud the Board was of the General Manager and staff involved in this project and how satisfying it is to see this capital project component of our strategic plan finally underway. "Being the first treatment plant in our history these are very exciting times for the Authority" Boyer said. "It's a big win-win for everybody." The project will greatly enhance the economic development appeal to the cities and towns we service and greatly enhance the quality of service to our existing and future customers.





## *Cold Weather Protection*

The onset of colder weather means the possibility of frozen pipes and the potential for damage as things thaw. Drafts on un-insulated pipes and failure to drain the branch connection to outside hose bibs are common occurrences leading to leaks and flooding as pipes thaw. Preparation for the cold weather is the most important step to mitigation of these types of problems. Thoroughly inspect your plumbing and make sure there are no openings or faulty windows in the vicinity of where the plumbing runs along the foundation or outer walls of your home. Many products are available for “Do It Yourself” fix for these types of problem areas. Know where your meter isolation valve is and make sure it is in proper working order. This is your first response to isolate the water to your plumbing should a leak occur. Even if you have not experienced problems in the past, it’s important to

inspect your plumbing and perform annual preventative maintenance to protect your property from unforeseen changes as things age.

## *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.

## *Delinquency Shutoffs for Nonpayment Continue to Rise*

We continue to see a steady rise in the number of 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 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 receive your bill if 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. If you stay within your payment structure it will save you from the additional \$100.00 charge associated with delinquency shutoff and turn on policy.

### ***Outside Water Use and Leaks, It's Too Late Once the Bill Arrives!***

Lawn watering and leaks are the most common reason for high bill complaints. Overwatering, ignoring a dripping faucet or a running toilet has proven to be very costly. Many of us like to have green lush lawn or have noticed a slow drip in our kitchen, bathroom or outside faucet. At that time we think, my property looks great or perhaps it's just a drip and I am going to fix it as soon as I get a chance. How about jiggling the handle on the toilet to stop it from running or the middle of the night phantom flush? These are all overlooked indicators of possible excessive outside water use or signs of leaks from worn and failing parts. Inevitably other priorities take precedence and we just do not realize the cumulative effects until the bill arrives.

Then you think how can this be? There must be something wrong with the meter. These types of events not only result in wasted water but they can add significant dollars to your quarterly water bill. Many times, our customers are shocked at how much water is used in the operation of their newly installed or improperly set irrigation system or from a dripping faucet or running toilet. In all cases water consumption returns to normal after the plumbing fixtures are repaired or the customer stops use of the irrigation system. If you have a dripping faucet or running toilet, fix it yourself or have it fixed. You will be glad you did.

The University of Rhode Island recommends no more than 1 inch per week of water necessary to keep your lawn and garden healthy. If you

have an irrigation system it should only be used to supplement what rainfall does not provide. The installation of soil moisture sensors, rain sensors and monitoring weekly rainfall are strongly recommended to keep your water use to a minimum.

Some toilet leaks are very obvious and you can hear the water running. Others are silent and often go undetected – until you get your bill. There is a way to check your toilet for a leak. Use one of our free dye tablet test kits available at our office. Add a dye tablet to the toilet tank. Do not use the toilet for about 10 to 20 minutes. If you see dye appearing in the toilet bowl there is a good chance that there is a leaky flap valve that you should have replaced. If no dye appears, the toilet valve is functioning properly. Ordinary food dye will also work fine for this test.

## *Household Water Audit*

*How Low Can You Flow?* On our website we have a brochure outlining easy steps to conduct a household water audit. A household water audit provides you with a complete understanding of the water use patterns in your household. This personal water use assessment involves simple steps to calculating water use and presents opportunities for saving water in your everyday activities.

The Household Water Audit Brochure is just one of the ways we assist our customers to conserve and save money in the process. Please visit our website and take full advantage of this easy saving process. ([www.kentcountywater.org](http://www.kentcountywater.org)). While you are on the website don't forget to look at our Wise Water Use brochure and Consumer Confidence Water Quality Report.

## *Hydrant Flushing and Annual Maintenance*

In October KCWA conducted its biannual hydrant flushing program. This program is conducted to maintain system water quality, improve



service to our customers, and reveal any flow or hydrant operating problems. During November we will begin to perform our annual hydrant maintenance and repair program. Each of our 2,400 public hydrants will be checked for proper operation and any repairs accomplished in accordance with manufactures requirements.

## ***Public Notification***

### **IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

#### **Monitoring Requirements Not Met for Kent County Water Authority**

PWS# RI1559511  
Kent County Water Authority  
PO Box 192  
West Warwick, RI 02893

Our water system violated a drinking water standard over the past year. Although this was not an emergency, as our customers, you have the right to know what happened and what we did to correct the situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. Between the dates of July 01, 2011 to September 30, 2011, we did not monitor for the contaminants shown in the table below from our groundwater supplies that were offline due to mechanical and electrical casualties and therefore cannot be sure of the quality of our drinking water during that time.

What should I do?

There is nothing you need to do at this time.



The table below lists the contaminant(s) we did not properly test for during the last year, how often we are supposed to sample and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

<b>Contaminant</b>	<b>Required Sampling Frequency</b>	<b>Number of Samples Taken</b>	<b>When All Samples Should Have Been Taken</b>	<b>When Samples Were Or Will Be Taken</b>
<b>Nitrate</b>	<b>1 per Quarter Spring Lake Well</b>	<b>None</b>	<b>7/1/2011 - 9/30/2011</b>	
<b>Di(2-ethylhexyl) phthalate (DEHP)</b>	<b>1 per Quarter East Greenwich Well #1</b>	<b>One (Detection Limit not Met)</b>	<b>7/1/2011 - 9/30/2011</b>	

What happened? The Spring Lake and East Greenwich wells were inoperable due to mechanical and electrical failures. Kent County Water Authority relies on the Rhode Island Department of Health to collect and analyze these types of water quality samples. Samples could not be taken on schedule due to casualty failures.

What is being done? The mechanical and electrical failures have been repaired. Kent County Water Authority contacted the Rhode Island Department of Health on October 12, 2011 to schedule a sample retrieval. We are awaiting sampling dates from the Rhode Island Department of Health. For more information, please contact Timothy J. Brown at 401-821-9300 or P.O. Box 192 West Warwick, RI 02893

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. This notice is being sent to you by Kent County Water Authority

PWS ID#: RI1559511, Date distributed: Website 10/27/2011, Public Bulletin Board 10/27/2011, CCR Prior to 6/30/2012.

KCWA is continuously making improvements to the water system to better serve you. We thank you for your patience during the ongoing construction effort. It is anticipated that all of our infrastructure projects will receive final overlay pavement by the close of 2011.

If you have any questions or comments please feel free to call our offices at 821-9300 between 8 am and 4 pm or email us at [customerservice@kentcountywater.org](mailto:customerservice@kentcountywater.org).

Kent County Water Authority has a number of informatory and conservation brochures available to assist our customers with water related issues. Of particular interest may be our Wise Water Use Tips and Household Water Audit Brochures. These brochures provide valuable information that can help you to reduce your overall consumption and your bill. These brochures are also available online at [www.kentcountywater.org](http://www.kentcountywater.org).

**Watch for our next issue in January.**