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# "E-NEWS"

## KENT COUNTY WATER AUTHORITY

### NEWS LETTER

**SEPTEMBER-2016**

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### *Infrastructure Improvements*

Water main replacement projects are in full swing. The following projects are in various stages of completion:

Project 2014A: Replacement of 10400 linear feet of 8 inch and 8500 linear feet of 16 inch mains in Coventry, East Greenwich and Scituate.

Project 2014B: Replacement of 18000 linear feet of 8 inch and 4100 linear feet of 12 inch mains in West Warwick.

Project 2015A: Replacement of 8300 linear feet of 8 inch and 2900 linear feet of 16 inch mains in Warwick and West Warwick.

Project 2015B: Replacement of 16700 linear feet of 8 inch and 3900 linear feet of 12 inch mains in Warwick and West Warwick.

The vast majority of the water main replacement work included as part of the RIDOT Apponaug Long Term Improvement project has been completed. Some minor infrastructure work will be necessary throughout the remaining four year DOT project to reroute roadways and traffic patterns. We were very fortunate to be able to include our needed water main replacements into the RIDOT project contract. This type of initiative results in significant costs savings for our customers over conducting this work separate from the DOT project.

### *Website improvements*

We have made a few changes to our website in response to customer input. A forms link has been

added to the home page to make frequently used forms easier to find.

### *Public Utilities Rate Filing*

In April we applied for an increase in rates generally necessary to keep up with cost of living escalation in the operation of the water system and fund a residential meter replacement program. The Kent County Water Authority is a public benefit corporation subject to regulatory oversight by the RI Public Utilities Commission. This process assures customers that our rate request is fully vetted by a separate consumer regulatory authority before new rates can be put into effect. Visit the KCWA website to review the filing.

### *Credit Card Payments*

Credit card payment option is here. Now you can go online to our website [www.kentcountywater.org](http://www.kentcountywater.org) and make your payment. Credit card payments may also be processed in person at our office located at 1072 Main Street West Warwick. Payments cannot be processed over the phone.

You will need your account number to process an online payment. Your account number can be found on your quarterly billing statement. If you are unable to find your account number(s) please contact our customer service staff to assist you at (401) 821 9300.

### *Consumer Confidence Report*

The annual Consumer Confidence Report (CCR) was mailed to you in June. This report is required 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, 2015 through December 31, 2015. An electronic copy is also available online at [www.kentcountywater.org](http://www.kentcountywater.org) under the Water Quality Report link. 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***

This year we completed a backflow survey of our commercial and fire service accounts for compliance with containment backflow regulatory requirements. 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/industrial accounts. The new requirements focus on "containment." Containment requires the installation of a backflow prevention device approved by the water supplier 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.

Many of the properties surveyed were found not in compliance with the regulatory requirement. In these cases the proper backflow device must be installed to protect the water system from possible wide spread contamination. Property owners had been advised of the compliance deficiencies during the inspection visit. Compliance notification letters are in the process of being mailed to each nonconforming property. These notifications provide information about the regulatory requirements and request for the property owner to provide a timeline to have the containment backflow device installed. Compliance with the regulatory requirements for containment backflow device installation is a mandatory requirement for continued water service from any public water system.

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).

### ***It's Time to Prepare for Winter***

Cold weather will soon be upon us. Now is the time to take action to prevent the occurrence of frozen water lines. Look for possible areas where drafts may occur and fix these openings. Check heat tapes for proper operation or the need for maintenance. Repair broken basement windows. Preparing now can save you from losing water service and plumbing damage due to cold weather.

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.

### ***Odd Even Outside Water Policy***

We thank all of our customers for complying with our year round Odd Even Outdoor Water Use Policy. Even with the drought our system did not experience any adverse conditions normally associated with excessive outdoor water use. This also helped our water system to remain in compliance with the Water Resources Board regulatory requirement capping the average daily use at 65 gallons per capita.

### ***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.