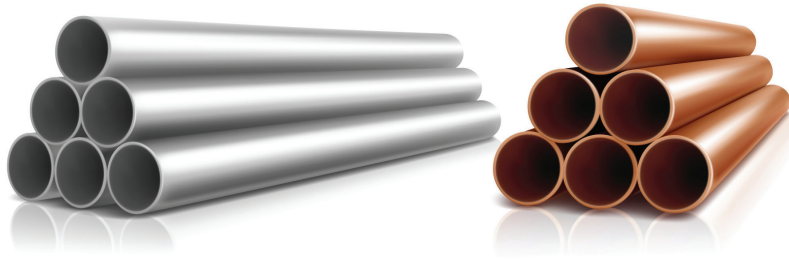


## WATER SERVICE LINE INVENTORY PROGRAM CONTINUES



### The Water Authority of Great Neck North is taking proactive steps to safeguard the community.

In anticipation of the U.S. Environmental Protection Agency's forthcoming Lead and Copper Rule Revision (LCRR), the Authority continues our comprehensive inventory of the materials used in water service lines across our distribution area. This involves you, our customers, to determine what type of water service line you have inside your home.

Necessary measures must be taken in order to test, report and replace any lead water lines that are in your home or business. It's important to note that the Authority has a robust program in place to control corrosion, regularly test and monitor water supplies for lead levels, even in areas with known lead service lines.

**Continued on page 2...**

## Questions About Your Drinking Water?

In 2022, New York State Department of Health proposed new regulations on Maximum Contaminant Levels (MCLs) for 1,4-dioxane and certain long-chain PFAS in drinking water systems. These PFAS chemicals, also known as "forever chemicals", can be removed from our water system through Granular Activated Carbon (GAC) filtration. Advanced Oxidation Process (AOP) is a highly sophisticated water treatment process that is used to treat water for 1,4-dioxane.

The Authority is making a major investment in our infrastructure, constructing state-of-the-art water treatment systems to stay ahead of these emerging contaminants, and we're happy to report that Wells 2A, 9, 6 and 11A now house AOP and GAC filtration to address and remove these contaminants from our drinking water.

For more information about our water detection, visit our website and download our 2022 Drinking Water Quality Report at [www.waterauthorityofgreatnecknorth.com](http://www.waterauthorityofgreatnecknorth.com).



### Water Authority of Great Neck North **BOARD OF DIRECTORS**

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## LEARN ABOUT OUR WATER PROJECTS





# CHECKING YOUR WATER SERVICE LINES

The Authority's water mains and lines are not made of lead; however, it is important to check your water service lines. **HERE IS HOW:**

**YOU WILL NEED:** ✓ Coin ✓ Strong Magnet ✓ Sandpaper ✓ Cellphone

**STEP 1:** Locate the water meter to determine the location of your water main, the pipe that enters your home or business from the outside.

**STEP 2:** Inside, carefully scratch the pipe's surface with the edge of a coin. Use the sandpaper to expose the surface if the pipe is painted.

**STEP 3:** Identify the metal. If it is silver use the magnet to determine if it's lead or steel.

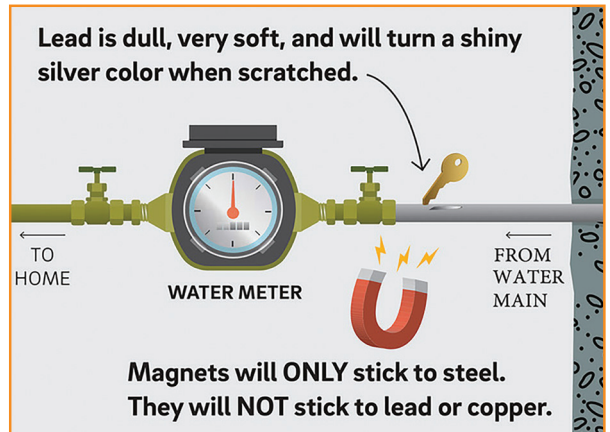
**STEP 4:** Use your cell phone to take a photo.

**STEP 5:** Scan the QR code or visit our website and click on the **Lead & Copper Inventory** banner at the top of our homepage to upload your results.



Any active lead service lines owned by the Authority will be replaced at no cost, with recommendations for replacement provided for customer-owned portions.

If you are unable to identify and report your type of pipe, you can hire a licensed/insured plumber to inspect your pipes for lead. If you have a lead water service line, you may be eligible for grant funds from the Town of North Hempstead to help pay for new pipes. For more information, call the Town of North Hempstead Community Development Agency at (516) 869-2480.



Copper



Galvanized Steel



Lead

## WATCH A VIDEO...

...to learn what type of water service line is in your home, visit:

[www.youtube.com/watch?v=Pc05FCE9Vfw](http://www.youtube.com/watch?v=Pc05FCE9Vfw)

## QUESTIONS?

Email: [customerservice@wagann.org](mailto:customerservice@wagann.org)

Call: (516) 487-7973

## Treatment Fee — What's it for?

New York has become the first state in the nation to adopt new rigorous drinking water standards that require public water suppliers to develop treatment plants to remove 1,4-dioxane, PFOS and PFAS from the water, prior to distribution. We will continue to deliver an uninterrupted supply of quality water while minimizing the cost exposure to our customers by securing grants and going to bond. It is the Authority's responsibility to meet or exceed the standards set by the state, and with that comes a price.

For more information, visit our FAQ section on our website:  
[www.waterauthorityofgreatnecknorth.com/rate-information.html](http://www.waterauthorityofgreatnecknorth.com/rate-information.html)



# Well Site and Water Project Updates

The Authority is actively working on a number of programs and projects this autumn. As always, we work diligently to determine the most effective and forward-thinking solutions for safeguarding our water supply today and into the future.

## THIS SEASON'S UPDATES INCLUDE:

### Well Rehabilitation

Routine maintenance of the Authority's supply wells ensures that the overall water supply system continues to function efficiently and effectively without any impact or interruption to our customers. Rehabilitation of wells is part of that maintenance process.

Following award of contract, as part of the public bid process, Wells 9, 10A, 12, 13 and 14 will be temporarily and rotationally placed out of service for this maintenance. Once complete, samples of the water will be taken to ensure water meets the Authority's stringent regulatory requirements prior to being placed back in service.

### Community Drive

The Authority is in the preliminary design stage of the expanded treatment facilities at the Community Drive Well Site which already includes Granular Activated Carbon (GAC). The expansion is necessary for the removal of additional emerging contaminants. The Authority's design will utilize GAC filtration in conjunction with proposed additional treatment.



### Piloting at Watermill Lane for Short-Chain PFAS

The Authority has an active pilot program in place at its Watermill Lane Advanced Oxidation Facility to compare the water treatment capabilities of different media used for short-chain PFAS removal. The pilot program determines the Authority's decision in the design process for proposed treatment at the Community Drive well site, allowing the Authority to choose the most effective and cost-efficient media.

This pilot program is the first of its kind to treat for lower projected PFAS MCLs on Long Island.

## WATER WINTERIZATION TIPS

### 5 TIPS TO PREVENT DAMAGE FROM FREEZING WATER

1

#### Insulate exposed pipes

These are pipes located in unheated areas like basements and attics

2

#### Disconnect garden hoses

Disconnect, drain and store hoses indoors to prevent damage

3

#### Drain outdoor faucets and irrigation systems

Shut off water supply to these areas and keep spigots open

4

#### Let in-home faucets drip on extremely cold nights

Running water helps prevent frozen pipes

5

#### In case of emergency

Make sure you know where the main shutoff valve is located in your home





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Water Authority of Great Neck North  
50 Watermill Lane  
Great Neck, NY 11021

**Administrative Hours:**  
Monday through Friday  
8 a.m. - 4 p.m.  
(516) 487-7973

**24-Hour Emergency:**  
(516) 482-0210

[www.waterauthorityofgreatnecknorth.com](http://www.waterauthorityofgreatnecknorth.com)

# DIRECT DEBIT PAYMENT

A  
CONVENIENT  
WAY TO PAY  
YOUR BILL

Scan the  
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for direct  
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payment



There's a new, convenient way to pay your bill with auto-pay. You can grant the Authority permission to automatically debit your identified bank account each billing period, ten days after the bill date.

Authorization forms and an overview of the program can be found by visiting the Authority's website [www.waterauthorityofgreatnecknorth.com](http://www.waterauthorityofgreatnecknorth.com).

- Click on the center link at the bottom of the home page, "Payment Options"
- Print the form and fill it out.
- Mail the form to the Authority along with a voided check or savings account deposit slip. (If you do not have a checking account, you can request a letter from your bank showing the bank routing number and your account number.)

It may take up to 60 days to process a request. Paper bills will still be mailed indicating when the payment will be debited from your specified account. The good news is there are no service fees associated with the Direct Debit Payment.

For more information, please call the Authority at (516) 487-7973.