



Authority Website More User Friendly

In the spirit of good customer service, the Water Authority of Great Neck North communicates regularly with the public in a variety of ways such as including informative messages with water bills; distributing newsletters and annual water quality reports; utilizing a reverse 911 system and via the World Wide Web at www.waterauthorityofgreatnecknorth.com. Consumers are encouraged to log on to see recent changes to the site, redesigned to create a more user-friendly experience.

Visitors can now email the Authority by clicking on a link customerservice@wagmn.org located in the upper right corner of the home page. Additionally, three new links were

No Rate Increase for 2017

The Water Authority of Great Neck North is pleased to announce that the 2017 budget, which was adopted by the Board of Directors on October 17, 2016, holds the line on water rates, marking the ninth consecutive budget without an increase in the rate schedules for water use.

"The Board of Directors is very proud of the Authority's employees and management team, who consistently provide the highest quality water and customer service while keeping costs down," stated Chairperson Michael C. Kalnick.

Water Authority of Great Neck North

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added to the bottom of the home page to make the following more readily accessible:

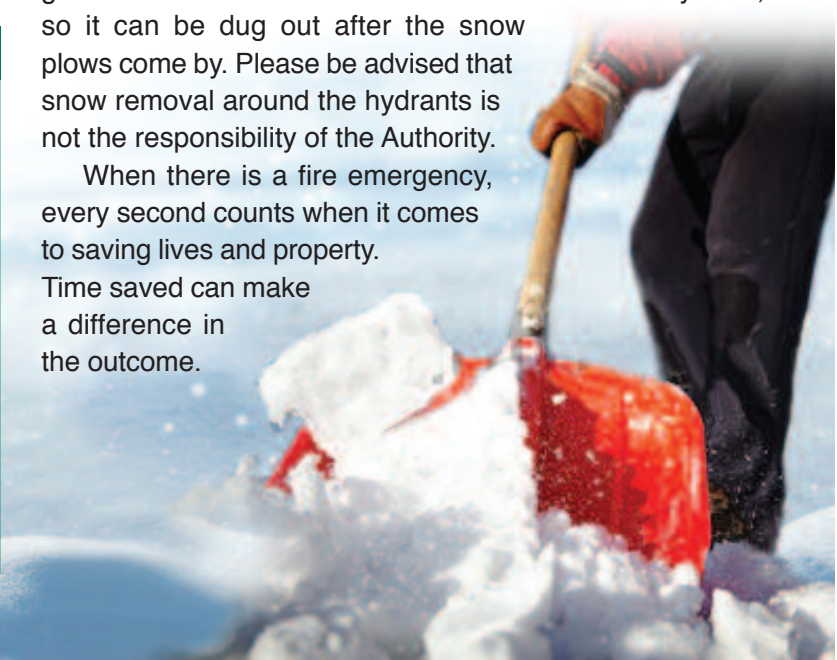
Users can now read the Authority's recent newsletters by clicking the link on the bottom left of the home page. Adjacent to that, the center link accesses the Authority's Direct Debit Program, where consumers can pay their water bills online. An overview of the program is also available for those who wish to learn more about it.

Links on the bottom right of the home page provide information about the Backflow Testing Program as well as an email address backflowprogram@wagmn.org for the convenience of submitting annual backflow reports to the Authority via email.

Keep Hydrants Visible + Accessible

The public is asked to plan ahead so the fire hydrant nearest their property is kept clear of snow throughout the winter months. In a fire situation, it is critical that first responders are able to locate and access the fire hydrant quickly and easily, with no interference. Now is a good time to make note of the whereabouts of the hydrant, so it can be dug out after the snow plows come by. Please be advised that snow removal around the hydrants is not the responsibility of the Authority.

When there is a fire emergency, every second counts when it comes to saving lives and property. Time saved can make a difference in the outcome.



Save H2O Year Round

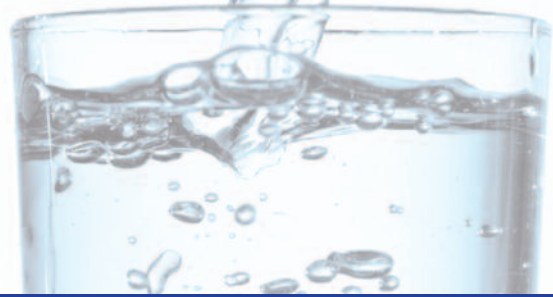
After a very dry summer, consumers are encouraged to practice conservation habits throughout the winter months. When one thinks of saving water, lawn sprinkling and car washing immediately come to mind, but large amounts of the precious natural resource are also used inside the home.

Why not make a New Year's resolution to become more aware of water use habits and implement a few water conservation practices? Here are some suggestions:

- Repair Dripping Faucets.
- Check for a leaky toilet by leaving a few drops of food coloring in the tank overnight, without flushing. If food coloring appears in the bowl the next morning, there is a leak.
- Run the dishwasher and washing machine only when loads are full.
- Take 5 minute showers.
- Refrain from using the toilet as a trash receptacle.
- Turn off the faucet while brushing your teeth, shaving or washing dishes in the sink.
- Place a water-filled one-quart plastic bottle (not glass) in the toilet tank to save one quart of water per flush.
- Keep a container of tap water in the fridge, instead of running the faucet for a cold drink.

Water conservation can be practiced by the entire family. Children are taught to protect the earth's resources in elementary school and usually enthusiastic when it comes to using the skills they've learned in the classroom at home.

By setting an example, initiating conversation and creating an awareness, adults can teach young members of the household first-hand about the importance of water conservation and help them form habits that can last a lifetime.



Make Use of Authority's FREE Programs

- Exchange an old showerhead for a low-flow, high efficiency model with a massage feature. Also receive a water conservation kit with dye tablets for detecting toilet leaks, faucet aerators and toilet tank displacement bags.
- Call the Authority at (516) 487-7973 (ext.4) to schedule a FREE leak inspection, in which a field worker will examine indoor plumbing fixtures for leaks during regular business hours. If one is detected, the homeowner is responsible for getting their own plumber.

2016 Lead & Copper Testing Completed

Every three years, the Water Authority of Great Neck North conducts a federally mandated Lead and Copper Testing Program to detect any lead and copper levels that may be contributed by the plumbing fixtures in 30 homes.

If specified levels are exceeded, as was the case with one sample drawn during the most recent testing

in June, the homeowner is contacted immediately and recommendations made for correcting the plumbing to reduce the levels.

Under the guidelines, the Authority reported the 90th percentile findings for lead and copper within its public water system, which were well below the allowable action levels set by the Nassau County Department of Health.

Update on Capital Improvement Projects

The Authority continues to make excellent progress on capital projects it is undertaking to harden its infrastructure in the aftermath of Superstorm Sandy.

WELL 11A



This well is being constructed to replace Well 11, which is set at a low elevation, requiring the wellhead to be raised to prevent flooding and provide a reliable source of potable water. A new caustic tank was installed at Well 11A and the forming of the foundation walls for the new well house have been completed. The floor slabs were formed and the well house enclosure erected, as pictured above. Once the work on the well house is finished, the pump and motor from Well 11 will be installed in Well 11A, which is expected to be operational by early 2017.

PORTABLE GENERATOR PROJECT



The Authority purchased a portable emergency generator, pictured above, that is capable of providing emergency redundancy back-up power at multiple locations. The bid was awarded to install manual transfer switches and plugs at remote well sites. Construction is anticipated to begin by early 2017.

WELL 8



Once approved and a well permit is issued by the New York State Department of Environmental Conservation, a new well will be drilled in the coming year. Additionally, the existing building will be demolished and replaced with a new well house. Design work is expected to be completed in the spring.

WELL 2A

Currently in the design phase, a new well house will be constructed approximately 8 feet higher than the existing building, which is slated to be demolished. While the existing well will be reused, the pump will be replaced.

WELL 5

The existing building will be demolished and replaced with a new well house. The pump, currently in below-grade vault, will be replaced with a new pump that will be installed above flood elevation. A new screen will be installed. Designs are expected to be completed by the end of December.

WELL 6

A portion of the existing building will be demolished and reconstructed to position a new stand-by generator, a new well pump and associated equipment above flood elevation. A determination is being made whether to reuse the existing well or drill a new one.

SCADA UPGRADE

Installation of new control panels and communications equipment, along with the necessary associated work, is being completed at all Authority facilities and well sites, to ensure that all Supervisory Control and Data Acquisition (SCADA) equipment is uniform and up-to-date. Some of the costs are being funded through the Storm Mitigation Loan Program.



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waterauthorityofgreatnecknorth.com



Despite spending more than \$15 billion each year on bottled water, most Americans don't know much about the product they drink. While bottled water companies are not legally bound to reveal the origin of their source, some labels or caps are imprinted with "from a municipal source" or "from a community water system," indicating it's actually tap water.

In fact, approximately 25 percent of bottled water brands use tap water to fill the plastic bottles that line the supermarket aisles, which can cost up to 1,900 times more than the water provided by the Authority. The price of bottled water may be at a premium, but the quality certainly is not.

The Food and Drug Administration ensures the safety and truthful labeling of bottled water, but the industry is not required to publish quality test results, which are less frequent and less stringent than those performed on public drinking water. Public water utilities must provide annual water quality reports to consumers and adhere to much higher U.S. Environmental Protection Agency standards.

The Authority routinely monitors for more than 140 primary and secondary water quality parameters and supplies high quality water that meets or exceeds all EPA standards, so consumers can simply turn on their taps to quench their thirst.



Water Authority of Great Neck North Assistant Superintendent Steve Moriarty, pictured front right, recently provided Great Neck South High School students and their teacher Andrew Toumey with an informational guided tour of the Authority's water plant facilities.

During the visit, students learned about the processes and treatment methods utilized by the Authority to provide the public with a continuous supply of excellent quality water.