



Water Remains Safe & Continues to Flow

As public concerns about disruptions in daily life attributed to the novel coronavirus (COVID-19) continue to mount, Authority officials reassure the community that the water is safe to drink and will continue to flow from the taps, without interruption.

Multiple Levels of Protection

Coronavirus poses no known risk to the quality of the public water supply. Continued supervision; treatment infrastructure and methods; and regulated operation of the water distribution system, coupled with its inherent design, provide protection from bacterial and viral contamination on multiple levels.

Underground drinking water wells are situated hundreds of feet below the earth and constructed and maintained in a manner that prevents intrusion by foreign substances. Additionally, sufficient positive pressure is consistently maintained in the transmission system.

Disinfection; regular bacterial sampling; ongoing chlorine and pH monitoring; cross-connection control and leak detection provide added safeguards. The Nassau County Department of Health also tests the water regularly to ensure the

Authority is compliant with all regulatory requirements set by state and federal governments.

Remote Accessibility Beneficial

The Authority's pumping system is fully integrated and computer controlled by a state-of-the-art Supervisory Control and Data Acquisition (SCADA) system that provides operators with full remote accessibility and enables the water utility to operate at top efficiency at all times. Sophisticated alert and alarm controls; real-time visualization and monitoring; and structured treatment capabilities are just some of the many modern features proven to be beneficial.

Staff Cross-Trained

The Authority is staffed with a team of licensed professionals who are cross-trained and qualified to perform all the tasks essential to keeping the operating and distribution systems running around-the-clock. Health and safety precautions are in place for employees and supplies are well stocked. In an extreme case, the Authority is backed by mutual aid agreements with area public water purveyors that are capable of providing needed support.

Bottled Water Not Needed

The public is reminded that it is not necessary to purchase bottled water. The product provided by the Authority continues to meet strict government regulations and remains safe to drink. Bottled water can cost up to 1,900 times more than the water provided by the Authority, which is routinely tested for more than 140 primary and secondary quality standards. As the public limits time spent in public places and stays closer to home, the convenience and availability of safe, clean water flowing from the tap is priceless.

Stay Informed About COVID-19

Information and guidance are fluid. Please visit the CDC website at www.cdc.gov or the Nassau County Department of Health at www.nassaucountyny.gov for the most up-to-date information. Questions can also be directed to the NYS Coronavirus Hotline 1-(888) 364-3065 or the Nassau County Coronavirus Call Center at (516) 227-9570.

Water Authority of Great Neck North

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Authority Awarded \$3 MILLION GRANT from NY State

The Authority has been selected to receive \$3 million in funding from the New York State Environmental Facilities Corporation (EFC), from grant monies made available to municipalities through the Water Infrastructure Improvement Act and the Inter-municipal Water Infrastructure Grant Program for infrastructure projects that protect public health or improve water quality.

The state recently earmarked \$120 million toward Long Island public water suppliers to offset some of the costs associated with 37 projects to address the New York State Department of Health's new drinking water regulations for 1,4-dioxane and other emerging contaminants being detected through Nassau and Suffolk Counties.

Expected to become effective sometime in 2020, the newly proposed standard will require suppliers to develop costly treatment plants to remove 1,4-dioxane from the water prior to distribution, to prevent exceedances of the allowable maximum level of 1-part-per billion.



Although currently in full compliance with all government drinking water regulations, the Authority is taking a proactive approach to the anticipated need to eventually add up to three treatment plants to its wells for the removal of 1,4-dioxane. The recently received grant money will be allocated toward a treatment plant at Well 6, which is expected to exceed \$5 million in costs, once completed.

The chemical, 1-4 dioxane, entered water supplies as a result of industrial manufacturing on Long Island, primarily from the 1950s through the 1990s. The companies knew or should have known the hazards posed by their products, but nevertheless failed to take steps to prevent the contamination. The Authority has joined local public water purveyors in actions against those manufacturers, in an attempt to hold them responsible for the construction and maintenance costs of treatment plants needed to meet the new standard.

In its firm commitment to providing customers with an uninterrupted supply of drinking water that meets or exceeds all quality standards, the Authority will address any need for water treatment and invest whatever is necessary to ensure compliance with all regulations.

\$20 Million Low Interest Bonds

The Authority has also been issued \$19.8 million in Water System Revenue Bonds at a low interest rate. The monies will be drawn as needed to cover costs associated with additional treatment plans that may be necessary for the removal of 1,4-dioxane as well as PFOS and PFAS, additional emerging contaminants for which the state has set proposed strict standards. The bond funds will also help offset costs associated with water main replacement projects on Middle Neck Road and other components of the Authority's long-term capital improvements plan to maintain and modernize its aging water distribution system, some of which dates back more than 100 years.



NO WATERING BETWEEN 10 AM AND 4 PM

ODD NUMBERED ADDRESSES may water on Monday, Wednesday and Friday.

EVEN NUMBERED ADDRESSES may water on Tuesday, Thursday and Sunday.

- Sprinkling is prohibited during periods of precipitation.
- A rain gauge or moisture sensor is required for all automatic lawn irrigation.

PAYING BY Credit Card?

Some residents have had difficulty when paying the water bill with a credit card, either online or through an automated phone system. For administrative purposes, 11 digits must now be typed, WITHOUT DASHES, when providing the account number. To ensure 11 digits are entered, the correct number of 0s must be added after the dash that appears on the billing statement.

Please reference the yellow highlights on the adjacent sample bill for clarification.

The Payment Options link on the bottom of the home page of the Authority's website at www.waterauthorityofgreatnecknorth.com provides an access link to the Credit Card Payment option. The process is simple to set up and user-friendly, as long as you:

- ENTER AN 11-DIGIT ACCOUNT #
- DO NOT USE DASHES
- INSERT THE CORRECT NUMBER OF 0s

Paymentus, a third party payment card provider, will charge users a \$5.95 processing fee per transaction. Fees are not shared by the Authority. Transactions are limited to \$750.

Backflow Devices & Testing MANDATORY

The New York State Sanitary Code requires public water purveyors to enforce regulations that backflow devices be installed with irrigation systems, hot tubs, pools, new construction or other sources that could connect non-potable water with the potable water supply. The device is critical, especially now, when it's more important than ever, for preventing back-siphoning or reverse flow of potentially impure water back into the public drinking water system.

Pursuant to the Code, Authority regulations require residents to have their backflow devices tested annually by a certified backflow tester. The paperwork must be submitted to the Authority each year by the required due date, located on the bottom of the second quarter bill.

Customers with in-ground sprinkler systems must also have their rain gauge/moisture sensors tested annually.

A link on the Authority's website home page (waterauthorityofgreatnecknorth.com) provides information about the Backflow Testing Program as well as an email address (backflowprogram@wagann.org) for the convenience of submitting annual inspection reports via email.

When entering account # online to ENSURE IT'S 11 DIGITS:

SAMPLE BILL
WATER AUTHORITY OF GREAT NECK NORTH

Please check the box if you would prefer a paper copy of the Annual Water Quality Report mailed to your home.

ACCOUNT INFORMATION

ACCOUNT NO:	99123456-1	or	99123456-12
LOCATION:			
BILLING DATE:	12/03/19		

Insert 00 here
to a 9 digit number:
99123456001

Insert 0 here
to a 10 digit number:
99123456012

(don't use dashes)

DUE DATE:
CURRENT D:
PENALTY:
TOTAL DUE

Multiple transactions can be made to cover bills that exceed that amount. Additionally, bills can be paid with a charge card via an automated phone system by calling 1-844-291-3575. Credit card payments are NOT accepted in the office.

Another Option

The Direct Debit Payment option, also accessible through the Payment Options link on the home page of the Authority's website, provides another convenient way to pay the water bill, without service fees. The completion and submission of an authorization form available online, grants the Authority permission to automatically debit a consumer's identified bank account each billing period, 10 days from the bill date.

Due to COVID-19, the main office is closed and cash payments are not being accepted. A drop box for certified checks, personal checks and money order payments is available in the vestibule of the main office.

Irrigation Conservation Tips

- Maintain the grass at a height of two inches. Taller blades shade the roots and hold soil moisture more efficiently.
- Cut the lawn frequently with a mulching mower and leave behind the clippings to help retain moisture and provide essential nutrients as they decompose.
- Check regularly to ensure irrigation systems have no leaks or broken sprinkler heads. Heavy puddling can be a sign of a leak.
- Replace the washers each season to prevent trickling and create a tight seal where the garden hose connects to the spigot, nozzles and manual sprinklers.



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Monday to Friday
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24-Hour Emergency
(516) 482-0210

waterauthorityofgreatnecknorth.com

2019 WATER QUALITY REPORT Available Online

By May 31, consumers will be able to access the Authority's 2019 Annual Drinking Water Quality Report by logging onto www.waterauthorityofgreatnecknorth.com/waterquality.pdf.

The drinking water provided to consumers around the clock is tested throughout the year by an independent laboratory for more than 140 parameters. Results show the water is of excellent quality and has consistently met or exceeded stringent federal and state regulations.

The testing process is so exacting that contaminants in quantities as small as one-part-per-billion can be detected. That's like finding a copper penny among a stack of 1 billion dimes, which would exceed 838 MILES in height.

Printed copies of the report will be available at the Authority's administrative office at 50 Watermill Lane in Great Neck. Consumers can receive a mailed copy by calling the Authority at (516) 487-7973 (ext. 4).



East Shore Road Water Main

The project has been substantially completed with landscaping restoration to be finished in the spring. The new water mains, services and fire hydrants will benefit the Authority's entire distribution system by providing a more efficient flow throughout the peninsula.

Middle Neck Road Water Main

The project is currently in the bid and design phase, with construction to start this summer.