



2018 Marked 10 Consecutive Years Without Rate Increase

The price for the high-quality drinking water and exemplary customer service provided by the Water Authority of Great Neck North has remained the same since 2008, while costs for most consumer goods and services have risen steadily. This decade of achievement can be attributed to the introduction of modernized technological enhancements as well as the Board of Director's careful fiscal management practices, prudent use of available capital and success with securing grant money and zero or low interest bonds whenever possible.

Since purchasing the assets from Citizens Water Supply in 1989, a private for-profit business enterprise, the Authority has continually worked to upgrade its 11 well sites and distribution system to consistently exceed strict drinking water standards set by the federal and state governments. Additionally, the Authority has taken initiatives to harden the existing infrastructure, some of which dates back to 1903 and was badly in need of repair and upgrading at the time of the acquisition.

There is still additional work that needs to be completed for the Authority to remain compliant with new and impending stricter regulations and to protect and preserve the water source for use by future generations.

Some of the many projects completed in the past 10 years are outlined below:

- **Water Main Improvements** – Replaced and upgraded 8.5 miles (44,918 linear feet) of water main to improve flow and water pressure and fire protection throughout the distribution system.
- **Wildwood Road** – Electrical improvements, including replacing outdated switches and controls. Replaced 2 booster pumps with 2 new Variable Frequency Drive (VFD) booster pumps.
- **Well 10A Ravine Road** – Electrical improvements, including replacing outdated switch gear and controls with a new transformer to power the site. Added a natural gas standby generator.
- **Weybridge Road** – Replaced an old, collapsing 400,000 gallon steel water storage tank with a new concrete Clearwell. Installed a new booster pump and controls.
- **Meter Change Program to Improve Customer Service** – New meters can be read wirelessly or via cellular, eliminating the need to visit the homes; provide state-of-the-art leak detection; consumers can use an app to monitor their own water consumption.
- **Authority's Main Office** – Replaced existing generator with more reliable standby natural gas-driven generator to allow the office and billing and telephone systems to operate in the event of a power failure, as well as 1 well,

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Water Authority of Great Neck North

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2019 Budget Adopted in October

With the adoption of the 2019 budget in October by the Board of Directors, the Authority is investigating the possibility of an increase in water rates for the first time in more than a decade.

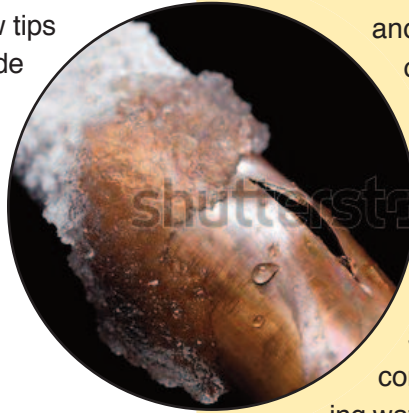
Major capital improvement projects have been slated to begin in 2019, mainly to continue the Authority's ongoing capital improvement program to modernize its aging water distribution system, one of the oldest on Long Island.

It is anticipated that the costs associated with the projects will require the Authority to raise capital by securing additional bonding and adjusting water rates to meet the new budget.

Conserving Water When It's Cold Outside

Water is our most precious resource, so it's important for the entire family to incorporate conservation habits into their daily lives, regardless of the season. As we begin to spend less time outdoors, here are a few tips for becoming more mindful about water use inside the home.

- **Don't use the toilet as a trash receptacle.**
- **Run the washing machine and dishwasher only when loads are full.**
- **Chill a container of tap water in the fridge to avoid running the faucet when thirsty.**
- **Turn off the faucet when washing dishes, shaving or brushing your teeth.**



PROTECT THOSE PIPES

Some pipes are more prone to freezing and breaking because of their location on the property. Now is the time to take the necessary steps to protect your home from a broken water pipe and the resulting devastating damage that may occur.

Winterize outdoor kitchens and underground irrigation systems. Shut off the water supply and use compressed air to remove all the standing water from the system — chemical injections are prohibited.

Unless your home is equipped with frost-free spigots, close the shut-off valves inside the house and open and drain the spigots. Disconnect and drain garden hoses and store them indoors for the winter.

Insulate pipes located in unheated or drafty locations such as crawl spaces, pantries and attics, particularly on the north side of the house, which receives little or no warmth from the sun.

Keep HYDRANTS Visible At All Times

Clear the Snow & Ice

Public awareness about fire safety and the practice of providing access to fire hydrants at all times is important for the protection of the community. Residents are reminded to clear the snow away from the hydrants nearest their homes this winter season, particularly after the plows have pushed the snow to the side of the road.

The few minutes it will take to complete the chore can go a long way in an emergency situation. Ideally, a 36-inch walk space to the front and a 20-inch area around the sides and back should be provided. At the same time, be cautious of any vehicles passing by.

Blocking, obstructing the view or altering the look of a hydrant may impede first responders from locating it quickly and have serious consequences when it comes to saving lives and property. Under no circumstances should anyone ever park a car or plant anything near a fire hydrant. The public should never paint, alter or attempt to repair a hydrant. If a hydrant appears to be damaged, please report it to the Authority.

TEST THE TOILETS

The toilet is the largest indoor waster of water as a silent leak can go undetected for a long period of time. Simply add a dye tablet or a few drops of food coloring to the tank and refrain from flushing overnight. If the color appears in the bowl in the morning, a leak is present and should be addressed.

USE THE 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 to schedule a leak inspection, so a field worker can check indoor plumbing fixtures for leaks. If one is detected, the homeowner is responsible for hiring a plumber.

Direct Debit Option

Consumers can grant the Authority permission to automatically debit their identified bank account each billing period, 10 days prior to the bill due date. Authorization forms are available on the Authority's website at www.waterauthorityofgreatnecknorth.com, where an overview of the program and answers to frequently asked questions can also be found.

Simply click on the center link at the bottom of the home page to access the form. Once completed, place it in an envelope and mail it to the Authority. There are no service fees associated with the Direct Debit Payment. For more information, please call the Authority at (516) 487-7973.



Banking Online Lag Time

Those that opt to use their bank's online system to pay their water bills should be aware that it frequently takes up to 10 days from the time a payment is scheduled until the Authority receives funds from the bank. When this method is used, it is strongly advised to schedule the payment 14 days in advance to avoid red card late payment fees from the Authority.

Authority Employees Carry Identification

Unfortunately, imposters sometimes prey on unsuspecting homeowners by posing as representatives of a utility or government office, only to gain access to the premises and steal valuables or cause personal harm to the occupants. Residents are reminded that employees of the Authority always carry photo identification and drive vehicles that clearly display the Water Authority of Great Neck North name.



Never provide anyone entry to your property unless you are absolutely certain of a person's identity and affiliation. If someone claims to work for the Authority and wants to enter your premises, ask to see their photo ID. Never hesitate to place a call to the Authority for confirmation at (516) 487-7973, during regular business hours. At other times, call the 24-hour emergency number at (516) 482-0210.

If in doubt about the authenticity of someone claiming to represent an entity other than the Authority, always err on the side of caution and take the necessary steps to confirm their identity. If necessary, call the police department for assistance. Your personal safety and the protection of your family and property is of paramount importance at all times.

10 Consecutive Years Without Rate Increase

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2 booster pumps, 2 blowers and a packed tower aeration system.

- **Watermill Lane** – Rehabilitated the Packed Tower Aeration (PTA), including new packing, rebuilding of blowers and a new interior coating system.
- **Well 6** – Built a new Volatile Organic Contaminants (VOC) treatment system, including a new PTA, Clearwell, building and booster pump and all new appurtenances, including electrical switchgear and controls.
- **Community Drive Well Field** – Drilled a new 1,400 GPM Well #14, including a new pump, motor, building and switch gear. Installed and built 2 new PTA systems, 2 new Clearwells, 4 booster pumps, aeration building and valve building to treat VOC's.
- **Drilled a new 1,050 GPM Well #11A to replace Well #11**, which was old and aged out with an irreparable leaking casing. Built and installed a new building with new switchgear, pump, motor, chemicals and appurtenances.
- **Wells #6, 9, 12, 13** – Rehabilitations included new pumps and motors.
- **Purchased a new portable diesel generator** for use at numerous well and booster sites, to ensure uninterrupted supply of water in the event of a power outage. Included all new transfer switches, 480V receptacle boxes and appurtenances.
- **SCADA System Implemented** – Allowed for better control and monitoring of wells, tanks, booster pumps, chemicals and pressures. Eliminated the need for around-the-clock manpower and redistributed personnel, while keeping payroll in check.



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waterauthorityofgreatnecknorth.com

UPDATE

Water Main Project



Work was recently completed to install a 12-inch cross-tee and valve-cluster to help ensure the Authority's ability to adjust system flow patterns during an emergency situation. A large excavation area was needed at the intersection of Bayview Avenue and Cedar Drive to connect the newly configured piping to the existing distribution system.



Installation of new control panels and communications equipment, along with the necessary associated work, is to be 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.

The overall design has been finalized and new SCADA monitoring equipment has been implemented. Engineering and control drawings have been submitted for review for each of the eight sites where construction is scheduled to be performed. Construction at the first site is slated to start before the end of 2018.

Some of the costs for the project are being funded through the Storm Mitigation Loan Program, which is administered by the New York State Environmental Facilities Corporation, along with the Department of Environmental Conservation and Department of Health.