



2020 Budget **APPROVED**

The 2020 budget, which was adopted in October by the Board of Directors, reflects an increase in water rates for the first time in more than a decade. The new rate of \$4.74 per CCF, which is 100 cubic feet or 750 gallons of water, amounts to an increase of a little more than one-half of one cent per gallon. The average residential customer, which accounts for nearly 95 percent of the Authority's 9,313 service connections, will see an average increase of \$29.50 per quarter, which equates to 33 cents per day.

The new commercial rate, which accounts for about 4 percent of the Authority's service connections, will increase an average of \$27.05 per month, which equates to 90 cents per day.

The Authority's ongoing capital improvement program will continue in 2020, including major infrastructure projects to modernize an aging water distribution system, some of which dates back more than 100 years. Associated project costs have resulted in the need to raise capital, which included adjusting water rates and the likelihood of securing additional bonding in the near future.

Water Authority of Great Neck North

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Make Every Drop Count

Consumers are encouraged to conserve water whenever possible to help ensure a plentiful supply for use by future generations. The Authority's website provides valuable tips for using less water and information about services available to consumers including free water conservation kits and complimentary leak inspection and water audit programs.

Leaks can cause large amounts of water to be wasted and should be repaired right away. To determine if you have a leak, make sure no water is being used inside or outside the house. After shutting off all water fixtures and appliances that use water, check the water meter. If it has not completely stopped moving, chances are there is a leak.

If no faucets are dripping, check the toilet by placing a dye tablet or a few drops of food coloring in the holding tank. Wait 5 minutes, without flushing the toilet. If any color appears in the toilet bowl, you have a leak.

Outdoors, pools of water around spray heads and brown or boggy spots in the lawn can help pinpoint a possible leak in the irrigation system.

PROACTIVE MEASURES to Protect Ratepayers & Remove Contaminants



The Water Authority of Great Neck North is among many of Long Island's public drinking water providers planning ahead to address the New York State Department of Health's proposed new drinking water standards for 1,4-dioxane, an emerging contaminant that has been detected throughout Nassau and Suffolk Counties.

Expected to become effective sometime in 2020, the newly proposed standard will require suppliers to develop costly infrastructure to remove the chemical 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 state and federal 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 Authority is firm in its commitment to provide customers with an around-the-clock supply of drinking water that meets or exceeds government standards, and

whenever there is a need for treatment, the Authority will invest what is necessary to ensure those standards are met.

To help offset the costs associated with developing the infrastructure needed to implement effective wellhead treatment, the Authority has submitted grant applications and, together with other water suppliers, is urging state and federal lawmakers to provide additional financial assistance to Long Island.

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

Clear Hydrants of Snow & Ice



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. When a winter storm comes through and snow blocks the hydrants, it is the responsibility of the property owner, not the Authority, to remove the snow.

Residents are reminded to plan ahead so the hydrant nearest their home is kept clear of snow and ice throughout the cold season, particularly after the plows have pushed the snow to the side of the road. Ideally, an area of 36-inches in the front and 20-inches on each side and the back should be cleared. The effort it will take to complete the chore can go a long way in an emergency situation when every second counts.

Under no circumstances should anyone ever park a car or plant anything near a fire hydrant. The public should never cover, paint or attempt to repair a hydrant. If one appears to be damaged, please report it to the Authority.

Sign up for DIRECT DEBIT

Consumers have the convenience of granting 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, along with a voided check or savings account deposit slip, and mail it to the Authority. It can 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.

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.

Ask for ID

Residents are reminded that employees of the Authority carry photo identification at all times and drive vehicles that clearly display the Water Authority of Great Neck North name.

Out of concern for your personal safety and the protection of your family and property, never allow anyone to enter your premises unless you are absolutely certain of the person's identity and affiliation. If someone claims to work for the Authority and wants access to your property, ask to see their photo ID. If there is any doubt, 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.



When the well is dry,
they know the worth
of water.

— Benjamin Franklin

Update EMERGENCY Contact Info

The Swift 911 Emergency Notification System allows the Authority to easily notify customers by telephone with important information concerning the local water supply or distribution system.

The system can be programmed to make calls to specific numbers, selected regions or the Authority's entire service area, within a few minutes, to share pre-recorded messages that may be helpful in an emergency situation. Calls received will project the caller ID of the Authority.

Swift 911 is the only notification method used by the Authority, so it's important that consumers ensure their contact information is up-to-date if they wish to receive emergency messages (e.g. water shut-off due to a main break).

To add or update your preferred contact information, simply log onto the homepage of the Authority's website at www.waterauthorityofgreatnecknorth.com. Scroll to the bottom of the left column, click on the Swift 911 logo, complete the form and hit the Submit Registration button on the bottom left of the page.



Water Authority of Great Neck North

50 Watermill Lane
Great Neck, NY 11021
(516) 487-7973

Administrative Hours
Monday to Friday
8 a.m. to 4 p.m.

24-Hour Emergency
(516) 482-0210

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WATER MAIN Project Update



The capital improvement project to install a new 12-inch water main, fire hydrants, control valves and water services on East Shore Road in the Village of Kings Point is complete with only road restoration left to be done. In total, approximately 6,000 linear feet of piping was replaced. The work, which includes replacing an aging 6-inch water main, allows for better distribution of water throughout the Authority's system, the ability to redirect the flow of water in an emergency situation and increased flow and pressure to hydrants and homes. Providing immediate benefit to all those served by the Authority, the infrastructure is expected to be in service beyond the next 100 years.

UPDATE:

SCADA Project

The installation of new Supervisory Control and Data Acquisition (SCADA) control panels and communications equipment has commenced, with the sites in various stages of work. The front-end user interface is installed and will run parallel with the old system, until all the locations are converted to the new system.

One site is completely upgraded and one is partially upgraded, with improvements to the remaining well controls scheduled for next spring. Control panels that have been built for two locations will be installed later in the year and the remaining sites are in panel design.

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.