



COVID-19 Update

Since the novel coronavirus disrupted the daily lives of New Yorkers back in March, Authority officials and staffers, all of whom are considered essential workers, have carried out their duties without interruption to ensure the public water supply continues to flow and remains safe to drink. While non-critical repair work that required personnel to enter customers' premises was suspended, the Authority responded to all emergencies, while following strict safety procedures and practices.



With a low number of positive cases now being reported in New York, the Authority has begun scheduling non-critical inside work, subject to agreements by customers to adhere to safety protocols. Prior to scheduling an appointment, for the protection of workers and the public, customers will be required to answer a series of questions by Authority office staff, who will also review important safety and social distancing guidelines. Employees entering properties will avoid physical contact, maintain a distance of six or more feet, use a face covering, wear disposable gloves and utilize any other protective gear that may be warranted.

Safety protocols for customer service response are provided in more detail on the Authority's website at waterauthorityofgreatnecknorth.com.

Water Protections Inherent

Those who continue to limit their time in public places and stay closer to home are reminded of the conveniences provide by the availability of safe, clean water that flows from the taps around-the-clock. Since the pandemic began, the Center for Disease Control has made it clear that there has been no known risk to the quality of the public water supply that could result from coronavirus.

Continued oversight; treatment processes; filtration systems; and controlled operation of the water distribution system, combined with its intrinsic design, provide multiple levels of protection from bacterial and viral contamination. Disinfection, regular bacterial sampling, continuous chlorine and pH monitoring, cross-connection control and leak detection provide added layers of protection.

Outside labs and the Nassau County Department of Health both conduct regular testing to ensure the Authority remains compliant with strict regulatory requirements set by state and federal governments.

Water Authority of Great Neck North

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Costly New Mandated REGULATIONS

As expected, New York State recently adopted a first-in-the-nation drinking water standard that requires public water suppliers to develop costly treatment plants to remove emerging contaminants 1,4-dioxane, PFOS and PFAS from the water, prior to distribution. In its pledge to provide customers with an uninterrupted supply of top quality drinking water, the Authority will address any need for water treatment and invest whatever is necessary to ensure it continues to meet or exceed whatever quality standards are set. As of now, the Authority expects that, to comply with these new unfunded mandates, expenditures could be in the range of \$20 to \$30 million.

Although currently in full compliance with all government drinking water regulations, plans are now underway for developing a treatment facility at Well 6 for the removal of 1,4-dioxane to prevent exceedances of the allowable maximum



level of 1-part-per billion. Grant money from the state, in the amount of \$3 million, will be used to help offset expenses, which are expected to exceed \$7.4 million. The Authority anticipates that three additional 1,4-dioxane, PFOS and PFAS treatment plants may be needed at its Watermill Lane facility. Three wells at the Community Drive site are also being monitored closely to determine if treatment for 1,4-dioxane, PFOS and PFAS will be necessary at that location.

The chemicals entered water supplies as a result of industrial manufacturers failing to prevent contamination, when they knew or should have known about the hazards posed by their products. The Authority has taken legal actions in an attempt to hold them responsible for the construction and maintenance costs of the treatment plants.

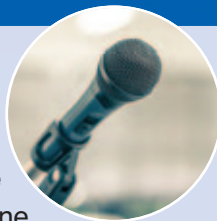
Raising Revenue Essential

The Authority was recently issued \$19.8 million low-interest Water System Revenue Bonds, of which monies will be drawn as needed to cover costs associated with 1,4-dioxane treatment plants as well as water main replacement projects and other components of the Authority's long-term capital improvements plan. Additional revenue will also be needed to develop infrastructure that may be required to remove PFOS and PFAS, for which the state recently set maximum contaminant levels at 10-parts-per-trillion, and to maintain and modernize the Authority's aging water distribution system, some of which dates back more than 100 years.

Citing New York State's stricter drinking water standards and rising operating costs associated with protecting the quality and quantity of the drinking water supply, the Authority foresees the need to change its fees and/or charges, beginning in 2021.

Please Take Notice

A public hearing for a proposed change in rates and charges will be held on Monday, October 19, 2020, at 6:00 p.m., at the Village Hall of the Village of Kings Point, 32 Steppingstone Lane, Kings Point, NY 11024. If, because of the COVID-19 virus, the Executive Order permitting such hearings to be held virtually by conference call or otherwise is extended, the format of the meeting may be changed. Any changes to the format will be posted at that time and date at the Village Hall and on the Authority's website at waterauthorityofgreatnecknorth.com.



Anyone who wishes to attend and requires special accommodations because of a disability should call the Authority at (516) 487-7973 at least four business days prior to the hearing date.

Those entering Kings Point Village Hall and the Water Authority offices are required at all times to cover their nose and mouth with a mask or other cloth face-covering. During the public hearing, safety provisions will be made to ensure social distancing guidelines provided by the CDC will be met.

Report Hydrant Use

Using a fire hydrant without a permit is a serious offense. It is considered to be theft of water and can result in a fine of \$1,000. This also applies when access to a metered service is not available during a construction project that calls for water, at which time a permit must be obtained.

A hydrant permit requires that an application be filed with the Authority. Prior to issuing the permit, the Authority will inspect the hydrant to ensure it is in proper working order and provide the applicant with a hydrant meter with a backflow device. Under the permit, up to 32 CCF of water may be used, with anything over that amount to be billed when the meter is returned.

The meter and backflow devices are quite large and require additional plumbing to install, so it should be obvious to passersby that a permit has been issued. Anyone who witnesses an open hydrant without a meter on it is encouraged to report the location of the hydrant to the Authority immediately.

WATER MAIN Projects



MIDDLE NECK ROAD

With portions that were installed as far back as 1908, the Middle Neck Road water main has served the community well and reached the end of its anticipated life span. Plans are in motion to replace the water main, which is situated below a well-traveled road with a high density of buried utilities. Authority officials have been in close communication with village, county and utility representatives to develop a strategy that best minimizes traffic interruptions and vehicular congestion and to iron out other challenges.

Once completed, the finished job will substantially increase efficiency of the water distribution system and the Authority's ability to provide clean, plentiful water to all customers.

EAST SHORE ROAD

The project to replace 6,000 linear feet of aging piping and install a new 12-inch water main, fire hydrants, control valves and water services on East Shore Road in Kings Point is completed.

Fix Those Leaks

Here are some signs of hidden leaks in your home, which can ruin the interior, flood the landscaping or result in higher water bills:

- Damp walls
- Excess mold or mildew
- Musty smell
- Damaged paint, wallpaper or flooring
- Stains on ceiling
- Cracks in pavement
- Puddling water

Running Toilet?

Put a few drops of food coloring in the tank and leave it overnight, without flushing. If the color appears in the bowl the next morning, there's a leak. A running toilet is often-times quiet, but the most common cause of an unusually high water bill.

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 waterauthorityof-greatnecknorth.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.



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COVID-19 Backflow Update

As per the Nassau County Department of Health, due to the current COVID-19 pandemic, residential single and two-family homes with INSIDE back flow devices are NOT REQUIRED to be tested at this time.

All commercial, municipal and apartment building backflow devices ARE REQUIRED TO BE TESTED, whether they are located inside or outside. Previously communicated deadlines will apply and the Authority will continue to monitor, red card for non-compliance and discontinue service, if necessary.



Please be reminded to clear the snow away from the hydrants nearest your home this winter, particularly after the plows have pushed the snow to the side of the road. At the same time, be cautious of any vehicles passing by. The few minutes it will take to complete the chore can go a long way in an emergency situation.

UPDATE:

SCADA Project

The installation of new Supervisory Control and Data Acquisition (SCADA) control panels and communications equipment continues, with sites in various stages of work.

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

Well sites on Watermill Lane, Morris Lane (Well 7) and Ravine Road (Well 10A) have been completed. The well site on Wildwood Road has been updated with the Community Drive site to be updated after the high demand season. Well sites on Juniper/Cedar (Well 6) and Weybridge Road (Well 8) are being upgraded as part of the SMLP.