



► Important Message from Superintendent Peter Logan re:



COVID-19

On behalf of the Jericho Water District...

I want to explain the steps we have taken during this unprecedented Coronavirus pandemic. The District has been proactive with addressing this situation, while adhering to the constantly changing state of emergency conditions.

NATURE OF THE VIRUS: First and foremost, we want you to know that this virus is not waterborne, meaning that it is not conveyed by, traveling on, or involving travel or transportation on water. Our water supply continues to comply with all federal and New York State regulations pertaining to potable water.

INTERRUPTIONS: Interruptions in service should not occur unless there is an unpredictable emergency such as a main break or service leak. District personnel are on the job, ready to make those repairs should the need arise.

REDUCING EXPOSURE: As with most essential services, we have taken steps to lessen our employees' exposure to the Coronavirus. The office staff has been working remotely, and due to some strategic planning put into place long before the threat of a pandemic, the transition has been seamless.

PAYING WATER BILLS: Many residents enjoy being able to come to the District's main office to pay their bill or to conduct other business. We are sorry to say that can no longer happen. While we appreciate the interaction with many of our customers, we value the well-being of our staff and must protect them to the greatest extent possible. This policy will remain in effect until further notice.

Water bills can be paid online (instructions on our website – <https://www.jerichowater.org>), using the USPS, or simply by dropping your envelope into the slot located to the left of our front doors. Please do not pay using cash.

FYI ABOUT METERS: With the installation of over 16,000 cellular meters, the District can now bill most residents without having to send a meter reader to collect the reading. The roughly 3,500 accounts remaining will have new meters by the end of next year.

ISOLATING LEAKS: Another service that we have provided in the past but can no longer continue at this time is having our service personnel enter your residence in order to assist you in locating a leak. Our highly skilled technicians will provide tips and suggestions on how and what to look for when investigating a leak in your home. They will give instructions using the Centers for Disease Control (CDC) guidelines of social distancing, but will not enter for safety's sake.

PLEASE BE SAFE: We hope that all residents and customers weather this storm with as little discomfort as possible. Please be assured that your water supply will always be available, something that we pride ourselves in. Should you have any questions or concerns, please do not hesitate to call us at 516-921-8280.

Superintendent Peter Logan

HELP PROTECT OUR WATER!



Backflow devices protect our public water supply by preventing water from flowing back into it in the event of a loss of water pressure. The NYS Department of Health requires that Backflow Prevention Devices be tested annually by a certified backflow tester. The Jericho Water District requests that testing be completed prior to June 30th of each year. We suggest residential customers coordinate this testing with the opening of their sprinkler systems.

Copies of the completed *Report on Test and Maintenance of Backflow Prevention Device* must be submitted to the Nassau County Health Department and the Jericho Water District and include:

- Your JWD account number
- Your address and phone number
- Tester's company name and phone number

Backflow test results can be submitted to the JWD by ONE of the following methods:

- Mail: 125 Convent Road, Syosset, New York 11791 – Attn: Backflow Dept.
- Fax: (516) 921-7554
- Email: backflow@jerichowater.org or jbarbato@jerichowater.org

For non-residential accounts, failure to have the device tested before December 31st of each year will result in the imposition of civil penalties under the Nassau County Civil Divisions Act in the sum of \$250.00 per each untested device.

YOUR TOOLBOX HAS BEEN UPDATED

Are you one of our residents whose water use is now governed by a Cellular Smart Meter? If so, real time information is literally at your fingertips through this powerful, highly effective tool for monitoring water use.

- ▶ **You can see...**how much water you use...by the minute, the hour, the day and the month. No more waiting for your water bill.
- ▶ **You can be notified...**when water is in constant use for over 24 hours, possibly indicating a water leak.



But first you need to sign up for Eye On Water Monitoring. Go to our website, www.jerichowater.org. Click on the **Billing tab** and select **Eye On Water Monitoring**. Have your 9-digit account number and billing zip code ready. Follow the step-by-step instructions to set up your account. You can (and should!) set a **Leak Alert**. It's easy.

1. Go into your **Eye On Water** account. On the left side you will see a box with a faucet graphic. Click on the prompt below that to **Set Leak Alert**.
2. Choose **Continuous Flow** as the flow type to monitor and set the rate of continuous flow at which you would like to be sent an alert, e.g. 10 gallons per hour = 2/10 of a gallon minute.
3. Indicate where the alert should be sent and how often you wish to be alerted. Done!

Effective monitoring: A little more work, but worth it!

1. Go into **Eye On Water**.
2. Double click on a day that your sprinkler ran, (even numbered houses = even numbered days. Odd numbered houses = odd numbered days).
3. Check what time your sprinkler goes on and how long it runs. Is it programmed to run the way you thought?
4. Note how much water the system used. This will become very important during the irrigation season. If that number changes and you have not increased the run time, you likely have a leak. Remember, if the sprinkler is leaking and the leak stops when the cycle is completed, you will not get a leak alert because water was not in constant use for over 24 hours. Careful monitoring is necessary.

LEAKS: Prevalent, Costly, Wasteful...Stoppable!



ANNUAL HOUSEHOLD LEAKS WASTE



Leaks – Costly and Wasteful

Approximate number of gallons wasted*

Size of Leak	Per Hour	Per Day	Per Quarter**
	547	13,128	1,181,520
	308	7,392	665,280
	137	3,288	295,920
	34	816	73,440

*At 60 pounds per square inch of water pressure

**Average 90-day quarter

According to the U.S. Environmental Protection Agency, annual household leaks waste one trillion gallons of potable water each year, nationwide. An estimated 11 million US homes have leaks, some large some small, that average 10,000 gallons annually! The biggest culprits? Sprinkler system and toilet leaks.

Toilet leaks: These often go undetected. A common misconception is that if a toilet is leaking it overflows onto the floor, when in fact the water is going straight down the drain into the sewer or cesspool. Toilet leaks may not be able to be seen or heard if they are small. Most toilet leaks are caused by flapper valves that are not seating properly or are worn, water levels set above the overflow tube, or a problem with the chain running from the handle. This may result in toilets that run on until the handle is jiggled and the leak temporarily stops or toilets that lose water continually until they flush themselves to replenish the bowl.

Sprinkler systems can waste a voluminous amount of water in many ways:

- Broken heads or lines
- Valves that are stuck open
- Sprinkler curbs that are not fully turned on or off
- Misdirected sprinkler heads which water paved areas
- Run times that become corrupted by electrical outages

Most of these problems go undetected partly because sprinklers are often on overnight when homeowners are asleep. Used effectively, Eye On Water Monitoring can help you find and correct many of these problems. Actual observation of your sprinkler system as it goes through its cycle will help you pick up on areas that are being irrigated unintentionally or unusually soft and/or green turf areas.

The potential for conserving water is greater now than it has ever been and may well translate to real savings on your quarterly bills.

BARTILUCCI BUILDING DEDICATED

The accomplishments of the late Commissioner Nicholas J. Bartilucci were memorialized with the official dedication of the Nicholas J. Bartilucci Administration Building Operations Complex at Jericho Water District headquarters, 125 Convent Road, Syosset.



Left to right: JWD Commissioner James Asmus; Oyster Bay Town Council member Vicki Walsh; Oyster Bay Town Clerk Richard LaMarca; JWD Commissioner Patricia Beckerle; JWD Board Chairman Commissioner Thomas Abbate; Town of Oyster Bay Supervisor Joseph Saladino; Mrs. Joan Bartilucci; JWD Superintendent Peter Logan; Nassau County Legislator Josh LaFazan (18th Legislative District).



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Proudly serving you since 1923.



INFRASTRUCTURE UPDATE

Wheatley Tank:

The construction phase of the new, elevated Wheatley Road water storage tank began in late summer 2018 and has been completed. We are well into installing the protective painting system, a daunting task considering that every square inch of steel must be sandblasted, primed and top-coated. The interior is complete, but the weather has not cooperated for exterior work. High winds have regularly kept the workers off the tank (they cannot work safely in winds above 15 mph) and rain has now become a four-letter word! We anticipate having the 1,500,000-gallon tank approved and ready for service by mid-summer.

Nitrate & VOC* Removal Treatment Plant:

The contractors have been working diligently toward a June/July 2020 completion. Construction was well under way when the New York State Department of Health (NYSDOH) issued a directive regarding 1,4-dioxane. The District and our engineers are devising a pilot test (required by the NYSDOH), the results of which will assist the engineers with designing equipment that can remove that contaminant.

Cellular Meter Program:

District personnel have replaced almost 17,000 direct-read and touch-read meters with new cellular meters which leaves about 3,000 meters that need to be changed out. We thank all residents for their cooperation in making this program a success.

New Well Being Investigated:

Due to emerging contaminants in the groundwater, the District is further investigating our property on Southwoods Road to determine if this property would be a good location for a new well. The contractor commenced work on a test well (required) in early April with completion projected for this summer. Once the well is developed, water quality samples will be collected and evaluated. The District's engineers will then analyze the data and report findings to the Board of Commissioners.

*Volatile Organic Compounds