

## A Year of Difficult Challenges



# 2020

has been an unforgettable year that most people would very much like to forget. Our District, along with the rest of the nation and world felt the impact of the COVID-19 pandemic. As if that were not enough, the unusually hot, dry summer (less than 12" of rainfall May - September) posed enormous challenges to residents and our staff as we strove to supply our constituents with sufficient water to meet their needs.

### PERFECT STORM?

In the best of times, supplying enough water to meet irrigation needs is an annual summer struggle. However, this year the problem was compounded, when, due to contamination at several wells, the District was forced to remove them from service until such time as treatment could be installed. The District issued a progressive series of urgent directives and strict lawn watering regulations. Sporadically observed, most proved to be ineffective in terms of relieving the stress on the system. This gave rise to the need for the institution of a comprehensive watering plan to dramatically cut peak demand throughout the District in this irrigation season and in years to come. The plan was presented to residents in August through a mailing requesting cooperation, a portion of which appears on page 3. This plan is a fair, pragmatic solution to a problem based on real-world water supply challenges, and it can only succeed with the support of our residents.

### WHAT HAPPENS WHEN A WELL IS TAKEN OUT OF SERVICE DUE TO UNFORESEEN CONTAMINATION?

This is important to understand. As required by the New York State Department of Health (NYSDOH) which is overseen locally by the Nassau County office (NCDOH), the District routinely collects water samples which are processed through a NYSDOH approved laboratory. The results are closely monitored by the District, our engineers and the NCDOH. There are several benchmarks with regard to the results. When results reach predetermined levels, the District and engineers begin working on how to treat the contamination, in hope of getting equipment installed before the Maximum Contamination Level (MCL) is surpassed and the well removed from operation.

### HOW IS A WELL RETURNED TO SERVICE?

The process by which a well can be returned to service after implementing treatment is highly detailed and very specific to ensure maximum safety. The NCDOH requires that certain protocols, such as pilot testing and basis of design reports (BODR), must be completed before the design can be reviewed and approved. Once the plans have been finalized, the project goes through a bidding process, which can take up to 6 weeks to complete, and then construction can commence. Based on the type of treatment equipment being installed and its availability, this could require up to a year before approval from the NCDOH is given, construction is completed and the well is returned back into service.

### THANK YOU, ALL

If 2020's challenges have taught us anything, it is that change is a constant in our lives...and all we can do is rise to the challenges presented. We thank our residents for their patience, understanding, and for their continuing support of our efforts. And we give a loud shout out of congratulations to all the District employees, those masked men and women who maintained their distances and worked hectic, variable hours, sometimes from the road, sometimes from our Convent Road office and sometimes from their homes to make this solution a reality.



Superintendent Peter Logan

# CELLULAR METER CHANGEOUT UPDATE

## 98% COMPLETED

Now do your  
due diligence



**W**e are very proud of our office staff and service department for their hard work in completing this enormous task ahead of its end-of-2021 schedule.

While there is a benefit to the District in utilizing cellular technology to collect readings, the **REAL VALUE IS TO YOU, THE CONSUMER.**

When you receive notification that a cellular meter has been installed on your water service, please:

- **Sign up to access your account by accessing our website, [www.jerichowater.org](http://www.jerichowater.org), and following the link.**
- **Review all options to get the most out of this program.**
- **Set the Leak Alert which will inform you if water is constantly running, potentially indicating a leak.**
- **When you get a leak alert, do your due diligence to locate the source of the problem. Carefully check all toilets for leaks. Make sure hose bibs are fully closed. Look for soft or wet spots on your lawn. If after a THOROUGH INVESTIGATION, you are still having a problem, we are here to assist you.**



*Making it perfectly clear. . .*

## KEEP HYDRANTS CLEAR THROUGHOUT THE YEAR

Access and visibility of fire hydrants is particularly important in winter when blowing and plowed snow can hide hydrants. By checking hydrants frequently throughout a storm and subsequent clean up, you can help ensure that they can be readily located in emergencies. Hydrants in cul-de-sacs are more susceptible to being buried by plowed snow, since plowing cul-de-sacs can be difficult.

Year round, please do not pile debris near the hydrant and refrain from planting shrubs, trees and ornamental bushes in close proximity. This will only hamper our volunteer firefighters' ability to quickly locate a hydrant in case of an emergency.

**Damaged or broken hydrants:** Please notify the District immediately if the hydrant is severely leaning to one side or if the main nozzle opening isn't facing the street.



**B**ackflow Prevention Devices are key elements in water quality protection. In the event of a loss of water pressure, these devices prevent water from flowing backward into the public water supply.

The New York State Department of Health mandates that:

**All commercial and residential properties with sprinkler systems be equipped with an approved backflow prevention device.**

**All Backflow Prevention Devices be tested annually by a certified backflow tester {New York State Sanitary Code Part 5, Section 1.31 (a) (3)}.**

- ▶ **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.
- ▶ **Deadline:** The Jericho Water District requests that all backflow devices be tested prior to June 30th of each year. If this has not been accomplished, the testing must be completed prior to December 31st of each year. While COVID-19 may have closed down the nation, your backflow device never quit. Therefore, ALL non-residential devices are still required to be tested in 2020.
- ▶ **After Testing:** Once the test has been performed and the device has been noted as passed, copies of the completed Report on Test and Maintenance of Backflow Prevention Device, must be submitted to the Nassau County Health Department and to the Jericho Water District.
- ▶ **FORM MUST INCLUDE:**
  - JWD account number
  - Your address and phone number
  - Your tester's company name and phone number
- ▶ **SUBMITTAL:**  
Backflow test result submission to JWD can be done by **ONE** of the following:  
**Mail:** 125 Convent Road, Syosset, NY 11791  
**Fax:** (516) 921-7554  
**Email:** [backflow@jerichowater.org](mailto:backflow@jerichowater.org) or [jbarbato@jerichowater.org](mailto:jbarbato@jerichowater.org)



# Be part of our CONSERVATION SOLUTION



## ► WINTER:

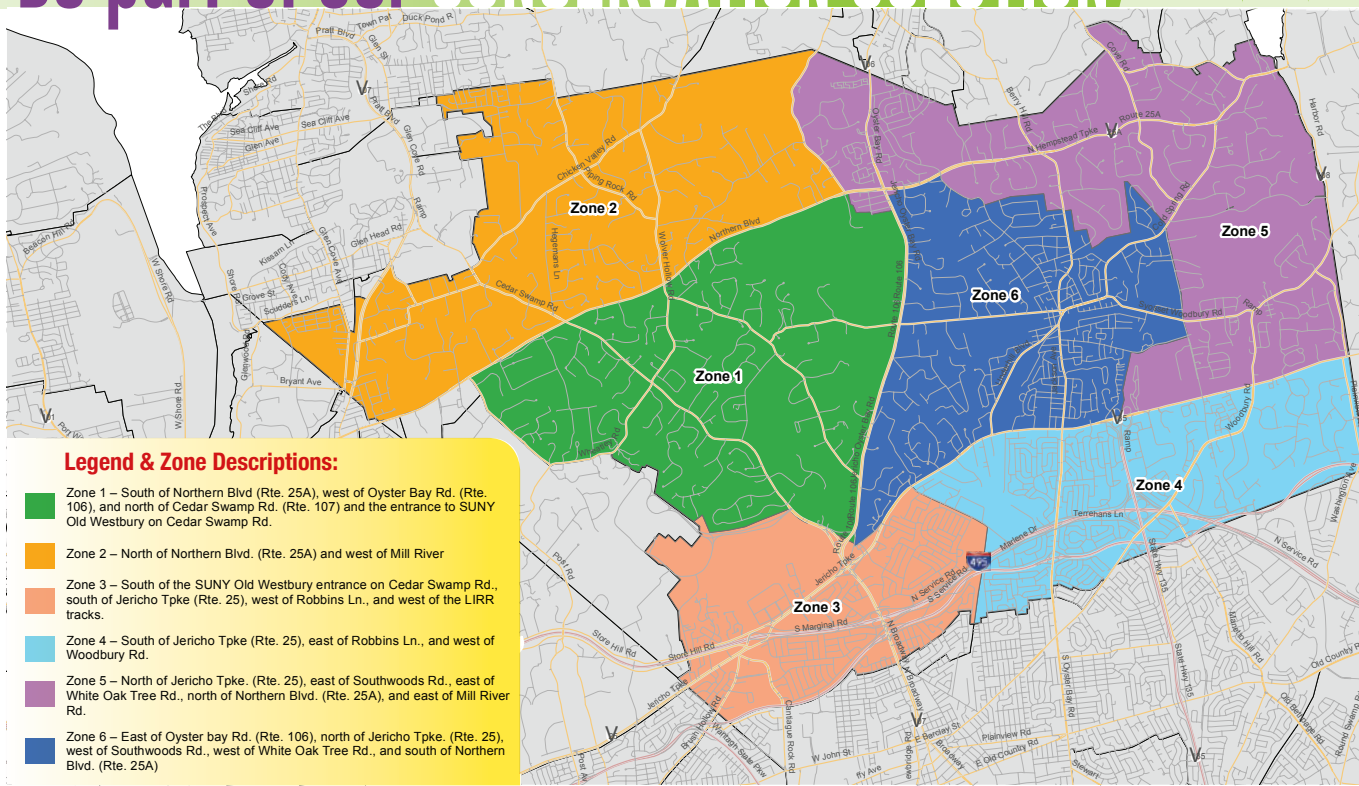
Check for leaks inside and outside your home

## ► SPRING:

Cut back watering time by 5 minutes

## ► SUMMER:

Obey Nassau County's odd/even watering ordinance



## ► Permitted Watering Times. See Map.

- **Zones 1 & 5:** Between 12:00 AM and 3:00 AM... OR ... between 4:00 PM and 6:40 PM.
- **Zones 2 & 4:** Between 3:00 AM and 6:00 AM... OR ... between 6:40 PM and 9:20 PM.
- **Zones 3 & 6:** Between 6:00 AM and 9:00 AM... OR ... between 9:20 PM and 12:00 AM.

# Preparing for WINTER'S CHILL

- **Disconnect** and drain outside hoses and store them inside for the winter. This will extend the life of the hose.
- **Turn off** outside spigots from inside the house and then leave the spigot open to allow it to drain. This will prevent them from being damaged by ice.
- **Make sure** underground irrigation systems have been winterized. This includes blowing out the system to clear it of all water. Make sure to turn off all automatic timers and supply valves. Remove timer's back up battery.
- **Insulate** water pipes in unheated areas using foam pipe insulation and seal leaks that are allowing cold air to flow in using spray foam insulation. Both can be found at any home center.
- **Locate** and mark the main water valve in your home so that it can be located quickly in the case of a leak emergency. This is usually located in your basement and is in line with your meter pit on your front lawn.
- **Check** that the water meter pit cover is securely locked down and not cracked or broken. Report any problems immediately to the JWD service department for assistance.
- **Snowbirds** - Contact a plumber to have your home winterized during your time in warmer climes.





Jericho Water District  
125 Convent Road  
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(516) 921-8280



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Fax: (516) 921-7554

Email: [jwdinfo@jerichowater.org](mailto:jwdinfo@jerichowater.org)

**Proudly serving you since 1923.**

## INFORMATION UPDATE:

In keeping with our efforts to provide excellent customer service, the District is beginning a campaign to update contact information on our utility accounts. On your next bill, please review the "Owners Current Contact Information" section and make any corrections

necessary on the payment coupon before mailing in your payment. If this section is blank, this means there is **no contact information on file with the District**. Contact Information can also be updated electronically by visiting the District's website.



#### E-BILLS

The Jericho Water District is now offering paperless E-Bills. **Sign up today!**

##### Two ways to sign up!

1. Complete the E-Billing Enrollment Form enclosed with your next bill and mail it with your payment coupon.
2. Visit the E-Billing section of the District's website.

#### ONLINE BILL PAY THROUGH YOUR OWN BANK'S ONLINE BILL PAY SERVICE:

When setting up the District as a payee, follow these tips:

- Include all account number digits (XXXXXXXX-X)
- Do not include pin #
- If you have multiple accounts, set up a separate payee