

# PIPELINE

## **Boil-Water Advisory Tests Authority's Notification System**

As many customers may remember, a water main break, and ensuing boil-water advisory for a large portion of the CPWA water system in October of 2004, exposed some deficiencies in the Authority's emergency notification system. Since that time, improvements have been made, and systems have been put in place to significantly improve the notification process.

On January 22<sup>nd</sup> of this year, those systems were put to the test, as a water main break in a 12-inch transmission main on Moe Road near Sugarbush Drive caused significant water loss from the system, and system pressures in certain areas dropped to zero or lower. The result was the issuance of a system-wide boil-water advisory that lasted for over two days.

In emergency situations like this, the difficulty is getting pertinent information in the hands of all affected customers in a timely and effective manner. In the past, newspaper, radio, and television were the primary means of notification. Mailings are too slow, and with a customer base of 12,500, knocking on doors is unrealistic.

With the recent implementation of the County's reverse 911 system, the opportunity to create custom, pre-recorded phone messages, and have phone calls automatically placed to residents within targeted areas through an online map selection tool, has become a quick and effective means of emergency notification. This method was utilized during the recent advisory, and although the system was effective, it has a few bugs that need to be worked out, as some customers received up to three phone calls, while others received none. Despite the problems, the system was able to notify over 80% of the residents in the affected area.

The internet is often the primary place for people to obtain information, so this tool has become crucial in the efforts to disseminate information to the customer. The CPWA's website was updated in 2004 to include an emergency announcement feature. In the event of an emergency, the Authority can create a custom message with information for the customers, and place it at the top of the homepage. This was utilized to let customers know of the boil-water advisory, and its eventual termination.

Two-foot by four-foot signs informing residents of a boil-water advisory were constructed in 2004, and were placed at all exits of the Northway during the recent event to notify passersby who may not have received information otherwise.

These methods, along with the traditional newspaper, radio, and television alerts, proved to be very effective in providing CPWA customers with the information necessary to weather the days of the boil-water advisory. In fact, the Authority received numerous calls and e-mails from customers after the event, praising the efforts that were made to not only repair the water main break expeditiously, but to notify customers and keep them updated throughout the entire event.

More changes to the Authority's notification system are in the works, and are discussed later in this newsletter.

## **Capital Projects Completed in 2008**

As it does every year, the Clifton Park Water Authority completed a number of system improvements in 2008. These projects are funded using surplus capital. Here is a list of improvements and additions made last year:

### **Riverview Road Water Main Replacement**

The Authority replaced 3,100 feet of 8-inch plastic water main with ductile iron water main on Riverview Road between Balltown Road and Nott Road. The existing water main had experienced a high number of water main breaks over the last several years.

Cost - \$413,000

### **Preserve Well Redevelopment**

The Authority redeveloped Wells 4 and 6 in the Vischer Ferry Nature Preserve. This work was done to restore the capacities of these wells to their original yields. The work was performed by Layne Christensen Company.

Cost – \$27,798

### **Sambrook Treatment Plant Modifications**

This project involved the conversion of one of the two sand filters at the plant to a greensand filter, capable of removing iron and manganese from the water. The work was done by Culligan.

Cost - \$9,773

## **CPWA Offers Automatic Bank Draft Option for Paying Water Bill**

In an effort to provide customers with expanded payment options, and in response to a large number of customer requests, the Authority has recently added an automatic bank draft option to the mix.

Customers who sign up for this option will have their quarterly water bill payment automatically withdrawn from their bank account. Customers will still receive a copy of their water bill prior to payment so they can see what the charges will be.

Customers wishing to sign up for automatic withdrawal can do so on the Authority's website at [www.cpwa.org/bankdraft.asp](http://www.cpwa.org/bankdraft.asp), or by completing an application form at the Authority office.

## **CPWA Looks to Add E-mail/Text Message Emergency Notification**

With the emergence of e-mail and text messaging as major means of communication, the Authority is looking to enhance its emergency notification system by utilizing these two methods.

During and after the January boil-water advisory, the Authority received a number of requests from customers that they be notified via a text message during an emergency. The CPWA is currently working with the company that administers the Authority website to develop a method for utilizing these notification processes.

Customers wishing to take advantage of either of these notification methods can provide the necessary information to the CPWA by calling 383-1122. Online signup will be available in the near future.

## **Moving Out? Make Sure You Schedule a Final Reading**

If you are moving out of your current residence, make sure you have the water service taken out of your name, or you may be stuck paying for water you didn't use.

Prior to the closing on your home, you must schedule a final water meter reading in order to establish an ending point to your water usage, and a starting point for the next owner. A Water Authority employee will read the meter on the day of the closing, and a final bill will be generated and faxed to the attorney(s) for settlement at the closing table.

Customers who neglect to make the appropriate arrangements prior to moving out, may find themselves paying for water used by the new owners until a reading can be obtained.

## **Boyack Plant Undergoes Makeover**

Work is underway at the Boyack Road Water Treatment Plant to replace some leaky pipes and repaint the filter vessels and process piping.

Two separate contracts, one to replace all pipe and fittings on the filter vessels, and another to sandblast and paint the six pressure vessels and process piping, were awarded in late 2008 for \$105,000 and \$125,000 respectively.

The unlined piping and fittings that came attached to the filter vessels from the factory, started to corrode to a point where pinhole leaks were beginning to form over the last two years. The contract for the replacement of these items was awarded to J & A Bayly Construction, and was completed in late January, just as the painters were setting up their equipment.

The contract to sandblast and paint the filters and all the process piping in the plant was awarded to JNP Construction Corp. out of South Hackensack, New Jersey for \$125,000.

Rust working its way up through the paint layer, and peeling paint on some of the fittings prompted the Authority to act to prolong the life of the plant works.

The painting should be complete in late March.

## **CPWA and Town Combine Efforts to Clear Hydrants**

While the task of keeping fire hydrants clear of snow for emergency personnel is usually left to the homeowner, the extremely large snow banks present in late January left many residents unable to keep the snow away.

Numerous calls to the CPWA and Town Hall prompted a joint effort, with members of the Town of Clifton Park's Buildings and Grounds Department and Highway Department joining the Authority to move the snow away from hydrants within residential subdivisions.

The Authority is responsible for over 1,800 fire hydrants on its system. A two-year hydrant maintenance program was completed in summer 2008. The program had each hydrant lubricated and tested.

## **Authority Begins Serving Shenendehowa Campus**

After clearing all Department of Health hurdles, and finalizing the plans for metering each building, the Clifton Park Water Authority began serving water to all buildings on the Shenendehowa Main Campus in early March.

Plumbing work to install meters and backflow preventers was partially completed over the February school break, with the remainder of the work scheduled for the April break. The switchover to CPWA water was to take place at that time, but problems with the school's well pump in early March caused the transition to be moved up.

The agreement worked out between Shenendehowa and the Authority allows the CPWA to utilize the school's well, while the campus receives water from the Authority at the wholesale rate for the first ten years.

Shenendehowa will benefit from reduced maintenance and operational costs, as well as increased fire flows and consistent water pressures to all schools.

The Authority will benefit from the additional source of water in the summer months, roughly 230 gallons per minute.

## **CPWA Talking with County Water Authority**

With the Saratoga County Water Authority's project to build a pipeline and treatment plant less than a year from completion, the CPWA is still trying to work out an agreement to purchase water on a daily basis. Recent talks have been positive, and both sides are hopeful that a deal can be reached in the next few months.

## HYDRANT FLUSHING SCHEDULE

The following is a tentative schedule for hydrant flushing on the Clifton Park Water Authority system. Unforeseen circumstances may cause this schedule to be altered, so customers are advised to use this as an approximation only. The Water Authority **will not** be sending postcards notifying customers of the flushing in their area. Instead, signs will be posted at the entrances to subdivisions prior to, and during flushing activities in that area. Daily updates on the progress of the hydrant flushing program can be found on the Authority's website, [www.cpwa.org](http://www.cpwa.org), or by calling the Authority at 383-1122.

South of Crescent Road	April 6 – April 14
Crescent Estates Shirewood and Aspenwood, Tremont Woods Southwick Meadows	April 14 – April 17
Huntwood, Village Green, Countryman Estates, Woodcrest Pointe, Maple Leaf Estates, Presidential Estates	April 20 – April 23
Clifton Gardens, Hollandale	April 24 – April 29
Clifton Knolls, Mill Creek, Grooms Pointe, Wyncrest, Stoney Heights, Rosemary Court	April 30 – May 5
Coburg Village, Wishing Well, The Oaks, Summer Hill, Meadow Estates, Avenly Way, Addison Estates	May 6 – May 11
Park Lane Estates	May 11 – May 12
Somerset, Settlers Hill, Cortland Manor	May 12 – May 13
Calico Colony, Woodland Hills, Green Meadow	May 14 – May 15
Country Knolls West	April 6 – April 9
Windsor Pointe, Van Wyck, Stonegate, Ashley Drive Area	April 9 – April 10
Country Knolls North, Chandler Dr.	April 13 – April 17
Woodstead, Dutch Meadows, Fairway Woods	April 20 – April 23
Northway 11 Communities, Customers North of Round Lake Rd.	April 23 – April 30
Country Knolls South, Innisbrook, Renaissance, Fire Road	April 30 – May 4
Tallowood, Robinwood, Northcrest	May 5 – May 6
Knolltop, Sherwood Forest	May 6 – May 11
Sterling Heights, Falcon Ridge, Dawson Lane	May 12 – May 13

**2009 Hydrant Flushing Schedule Inside**

## **Summer Watering Restrictions**

In the interest of balancing water system demand, maintaining proper system pressure, and conserving precious water resources, it is necessary to limit lawn watering to odd/even days based on your house number. You may water at any time of the day that you find convenient. This policy will be in effect from May 1st through September 30th, as it is every year. Please be aware of the inclining block rate structure used for billing by the Authority. Chart your water usage to avoid any surprise when bills arrive.