

# 2019 Annual Water Quality Report

Public Water System  
Identification No.  
NY 2902830

Water Authority of Western Nassau County, 1580 Union Turnpike, New Hyde Park, NY 11040

## A Message from the Chairman

### **THE WATER DELIVERED TO YOUR HOME MEETS ALL FEDERAL, STATE AND NASSAU COUNTY STANDARDS FOR WATER QUALITY AND SAFETY.**

We are pleased to provide this year's Annual Water Quality Report. In accordance with New York State Public Health Law and Federal regulations, this report provides information about the quality of your drinking water, including a summary of the laboratory results for all testing performed by our independent laboratory during 2019.

This report is intended to aid your understanding of the source of your drinking water; help you understand the process by which safe drinking water is delivered to your home or commercial place of business; and educate customers about the importance of preventive measures, such as source protection, that ensure a safe drinking water supply. Educated customers are more likely to help protect our drinking water sources and to appreciate the challenges and the true costs of providing safe drinking water.

The annual Chairman's Report to the customers within the Water Authority's service area is also included in this document and can be found on page 7. Each year, I am required to provide each customer with a brief financial account on the operations of the water system, including water rates, total revenues, operating and maintenance expense, interest on bonds, as well as information required to be included in our Annual Water Quality Report.

The Water Authority is currently experiencing an active capital improvement program. Projects currently under construction include the final phase for installation of Air Stripper wellhead treatment to remove volatile organic compounds which will restore four wells back into service, an Iron Removal treatment project, a full site rehabilitation including wellhead treatment to remove 1,4 dioxane and polyfluoroalkyl substances ("PFAs") found in two wells, Granular Activated Carbon ("GAC") wellhead treatment to address five wells at two separate sites, and three different site Pilot Studies to remove both 1,4 dioxane and PFAs from source water. We have applied and were approved for two NYS Grants in the amounts of \$3 million and \$4.9 million to help supplement the cost of these projects.

This year's annual water quality report, as well as prior years' reports and other useful information, can be found on our website at [www.wawnc.org](http://www.wawnc.org). Additional copies of this report, as well as a supplemental package of complete water quality data of both treated and untreated water for each well placed in service during 2019, are available at our business office, located at 1580 Union Turnpike, New Hyde Park, New York, 11040.

The Water Authority has always assured the safety of our customers and employees, as well as the protection of our water system assets. Particularly in these difficult times, we are dedicated to providing a continuous and reliable supply of high quality drinking water. We look forward to serving you in 2020 and beyond.

On behalf of the Water Authority, we hope that you and your families stay safe and well. As always, we welcome your comments and suggestions.

Please contact us at (516) 327-4100 or by e-mail at [inquiry@wawnc.org](mailto:inquiry@wawnc.org).

Sincerely,

*John E. Ryan*

Chairman

## About the Water Authority

The Water Authority is a corporate governmental agency constituting a public benefit corporation which was organized and exists under and by virtue of the laws of the State of New York. The Water Authority provides the essential services of extraction, treatment, distribution and sale of water for residential, commercial, industrial and public fire protection purposes.

The Water Authority is governed by a Board of Directors consisting of 9 members, appointed by the Towns of Hempstead and North Hempstead and the Villages of Bellerose, Floral Park, Garden City, New Hyde Park, S. Floral Park and Stewart Manor for a 2-year term.

### **Town of Hempstead**

George Bakich  
Cherie Zacker

### **Town of N. Hempstead**

Marianna Wohlgenuth

### **Village of Bellerose**

Susan Powderly

### **Village of Floral Park**

Dominick Longobardi

### **Village of Garden City**

David Osborn

### **Village of New Hyde Park**

Rainer Burger

### **Village of S. Floral Park**

Gregory Ifill

### **Village of Stewart Manor**

Christopher Gorman

The Water Authority's Board of Directors conducts regularly scheduled meetings which are generally held on the fourth Monday of each month beginning at 7:00 p.m. at our business office in New Hyde Park.

A press release is submitted to the local newspapers each month announcing the time and date of the regular meeting, as well as any specially scheduled meeting. In addition, a notice is posted on our website at [www.wawnc.org](http://www.wawnc.org), generally two weeks prior to the meeting.

## Lead in Drinking Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women, infants, and young children. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. The Water Authority is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested.

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or at: <http://www.epa.gov/safewater/lead>.

## Communities Served

Bellerose

Elmont

Floral Park

Floral Park Centre

Franklin Square \*

Garden City \*

New Hyde Park

North Valley Stream \*

South Floral Park

Stewart Manor

Valley Stream \*

\* Partially served communities

## Are there contaminants in our drinking water?

As New York State ("State") regulations require, the Water Authority routinely monitors your drinking water for numerous contaminants. These contaminants include: total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, total trihalomethanes, haloacetic acids, radiological and synthetic organic compounds.

The table presented on pages 4 and 5 depicts which contaminants were detected in your drinking water. The State allows water systems to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Therefore, some of our data, though representative of the water quality, is more than one year old.

It should be noted that all drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. You can obtain more information about contaminants and potential health effects by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791 or the Nassau County Department of Health at (516) 227-9692.

## Do I need to take special precautions?

Some people may be more vulnerable to disease-causing microorganisms or pathogens in drinking water than the general population.

Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice from their health care provider about their drinking water.

EPA/Center for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium, Giardia and other microbial pathogens are available from the Safe Drinking Water Hotline at (800) 426-4791.

## What does this information mean?

As you can see by the testing results in the table on pages 4 and 5, our treated water system had no violations, nor have we violated a maximum contaminant level ("MCL") or any other water quality standard. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below New York State requirements. Our comprehensive water quality monitoring and testing confirmed that there was no need to remove any well from service due to water quality in 2019, nor were there any restrictions of our water source. Wells which have aesthetic problems, such as high iron concentrations, or which have higher electrical or chemical treatment costs, are primarily used only during the summer months when the demand for water is higher.

There were many individual contaminants that were analyzed for but not detected. These non-detected contaminants include the following:

**Microbiological contaminants** such as *turbidity*;

**Principal organic contaminants** such as *benzene, bromobenzene, chloromethane, styrene, vinyl chloride*;

**Specific organic chemicals and pesticides** such as *aldicarb, aldrin, carbofuran, dioxin, endosulfan, endrin, propachlor*;

**Physical and inorganic contaminants** such as *arsenic, cadmium, detergents (MBAs), fluoride, silver, thallium*;

**Unregulated contaminants** such as *cobalt, testosterone, molybdenum*.

A complete list of non-detected contaminants can be obtained by contacting Michael J. Tierney, Superintendent, at (516) 327-4100.

## Water Source

In general, the sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants, inorganic contaminants, pesticides and herbicides, organic chemical contaminants, and radioactive contaminants.

In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The State Health Department's and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

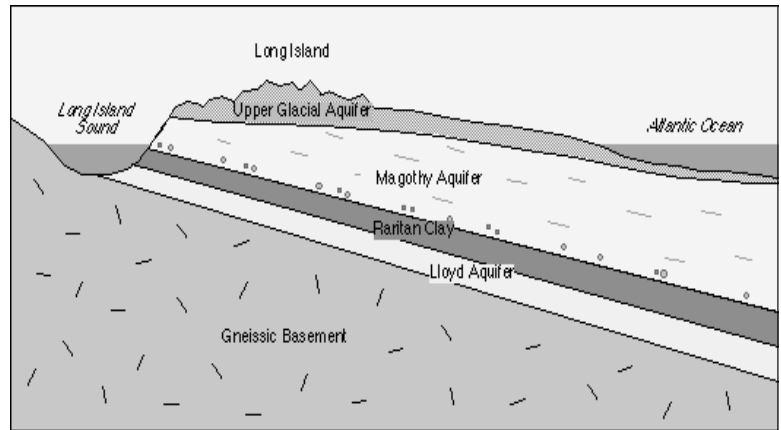
All of the water supplied by the Water Authority comes from groundwater drawn from 24 drilled wells located in the aquifer system beneath the land surface. Our wells are in the Upper Glacial, Magothy and Lloyd aquifers and range in depth from 87 to 722 feet.

## Water Treatment

All well water is treated with chlorine (sodium hypochlorite) prior to distribution for disinfection purposes. Disinfection is mandated by the State Sanitary Code to assure that the water, which is free of bacteria as it is pumped from the aquifer, maintains its bacteria-free quality within the distribution system. Other treatment that the water receives before entering the distribution system includes the use of:

- **Caustic soda** (sodium hydroxide). This is used to neutralize the naturally acidic water found in Long Island groundwater. Raising the pH level to a neutral range of approximately 7.5 minimizes the corrosion of water mains, service lines and household plumbing.
- **Zinc orthophosphate.** This is a corrosion inhibitor which coats the interior surfaces of our water mains and service lines and household plumbing thereby reducing corrosion and extending their useful service life.
- **Air-stripper treatment.** These treatment facilities are used to remove Volatile Organic Compounds from the water prior to distribution. These compounds have entered the water supply as a result of improper disposal practices by industries and have been detected in groundwater.
- **Iron removal treatment plants.** These treatment facilities remove high levels of iron and manganese, which are natural occurring minerals in Long Island groundwater.

These forms of treatment all comply with applicable Federal, State and local drinking water standards.



## Source Water Assessment

The Source Water Assessment was carried out by the New York State Department of Health, with assistance from the local health department and CDM, a consulting firm, to identify the vulnerability of individual wells used by public drinking water systems to potential sources of contamination by microbials, nitrates, pesticides and volatile contaminants based on current land uses and water pumping patterns.

The source water assessment for this system has been completed based on available information, evaluating possible and actual threats to this drinking water source. The source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how rapidly contaminants can move through the subsurface to the wells. The susceptibility of a water supply well to contamination is dependent upon both the presence of potential sources of contamination within the well's contributing area and the likelihood that the contaminant can travel through the environment to reach the well. The susceptibility rating is an estimate of the potential for contamination of the source water; it does not mean that the water delivered to consumers is, or will become contaminated. See the "Table of Detected Contaminants" found on pages 4 and 5 for a complete list of contaminants that have been detected in your drinking water. The source water assessments provide resource managers with additional information for protecting source waters into the future.

Drinking water is derived from 21 wells. The source water assessment has rated most of the wells as having a very high susceptibility to industrial solvents and most of the wells as having a high susceptibility to nitrates. The very high susceptibility to industrial solvents is due primarily to point sources of contamination related to transportation routes and commercial/industrial facilities and related activities in the assessment area. The high susceptibility to nitrate contamination is attributable to high density residential and commercial land use and related practices in the assessment area, such as fertilizing lawns.

A copy of the assessment, including a map of the assessment area, can be reviewed upon request by contacting the Water Authority's Superintendent, Michael J. Tierney, at (516) 327-4100.

**TABLE OF DETECTED CONTAMINANTS**

Contaminant	Sample Date (Month/Year)	Level Detected (Maximum) (Range)	Unit Measurement	Regulatory Limit	Violation	MCLG	Sources in Drinking Water
<b>MICROBIOLOGICAL CONTAMINANTS</b>							
Total Coliform Bacteria <sup>1</sup>	6/19, 10/19 & 11/19	0.97% Samples were positive in the noted months	N/A	TT = more than 5.0 percent of the total coliform samples are positive in one month	No	0	Naturally present in the environment
<b>PHYSICAL &amp; INORGANIC CONTAMINANTS</b>							
Alkalinity, Total (as CaCO <sub>3</sub> )	6/19	98 2.8 to 98	mg/l	No Standard	No	N/A	N/A
Ammonia (as Nitrogen)	1/19	1.9 ND to 1.9	mg/l	No Standard	No	N/A	N/A
Barium	1/19	68 ND to 68	ug/l	2,000	No	2,000	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Calcium	11/19	28 1.4 to 28	mg/l	No Standard	No	N/A	N/A
Chloride	1/19	79 2.9 to 79	mg/l	MCL=250	No	N/A	Naturally occurring or indicative of road salt contamination.
Chlorine Residual	7/19	1.7 0.2 to 1.7	mg/l	MRDL=4.0	No	4.0	Water Additive to control microbes.
Copper	8/18	0.11 <sup>2</sup> ND to 0.11	mg/l	AL=1.3	No	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Corrosivity (LSI)	1/19	-4.97 -1.13 to -4.97	SI	No Standard	No	N/A	N/A
Dissolved Solids, Total	6/19	296 39 to 296	mg/l	No Standard	No	N/A	N/A
Hardness, Total (as CaCO <sub>3</sub> )	7/19	120 7.8 to 120	mg/l	No Standard	No	N/A	N/A
Iron	10/19	520 ND to 520	ug/l	MCL=300	No	N/A	Naturally occurring.
Lead	6/18	1.3 <sup>3</sup> ND to 1.3	ug/l	AL=15	No	0	Corrosion of household plumbing systems; erosion of natural deposits.
Magnesium	7/19	14 0.88 to 14	mg/l	No Standard	No	N/A	Naturally occurring.
Manganese	1/19	59 ND to 59	ug/l	MCL=300	No	N/A	Naturally occurring.
Nickel	6/19	11 ND to 11	ug/l	No Standard	No	N/A	Naturally occurring.
Nitrate (as Nitrogen)	9/19 & 10/19	6.4 ND to 6.4	mg/l	MCL=10 <sup>4</sup>	No	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
Perchlorate	8/19	2.3 ND to 2.3	ug/l	MCL=18	No	N/A	Oxygen additive in solid fuel propellant for rockets, missiles & fireworks.
pH	7/19	8.4 5.3 to 8.4	N/A	No Standard	No	N/A	N/A
Selenium	1/19	2.7 ND to 2.7	ug/l	MCL=50	No	50	Erosion of natural deposits.
Sodium	1/19	46 3.2 to 46	mg/l	See Table Note <sup>5</sup>	No	N/A	Naturally occurring; road salt; animal waste; water softeners.
Sulfate	1/19	65 6.9 to 65	mg/l	MCL=250	No	N/A	Naturally occurring.
Zinc	1/19	0.42 ND to 0.42	mg/l	MCL=5	No	N/A	Naturally occurring.
<b>PRINCIPAL ORGANIC CONTAMINANTS</b>							
Tetrachloroethene	12/19	1.9 ND to 1.9	ug/l	MCL=5	No	N/A	Discharge from factories and dry cleaners; Waste sites; Spills.
<b>SYNTHETIC ORGANIC CONTAMINANTS AND PESTICIDES</b>							
1,2-Dibromoethane (EDB)	3/19	0.051 ND to 0.051	ug/l	MCL=50	No	0	Discharge from petroleum containing banned additive; soil fumigant.
Dieldrin	11/19	0.06 ND to 0.06	ug/l	MCL=5	No	N/A	Pesticide used in agriculture for soil and seed treatment; used in treatment of wood and mothproofing of woolen products.
Heptachlor Epoxide	11/19	22 ND to 22	ng/l	MCL=200	No	0	Breakdown of heptachlor; residue of banned pesticide.
<b>RADIOACTIVE CONTAMINANTS</b>							
Gross Alpha	4/19	6.3 0.04 to 6.3	pCi/l	MCL=15	No	0	Erosion of natural deposits.
Gross Beta	10/19	6.2 0.3 to 6.2	pCi/l	MCL=50	No	0	Erosion of natural deposits.
Combined Radium 226/228	4/19	4.7 0.69 to 4.7	pCi/l	MCL=5	No	0	Erosion of natural deposits.
Uranium	4/19	3.1 0.02 to 3.1	ug/l	MCL=30	No	0	Erosion of natural deposits.
<b>DISINFECTION BYPRODUCTS</b>							
Total Haloacetic Acid <sup>6</sup>	6/19	2.8 ND to 2.8	ug/l	MCL=60	No	0	Byproduct of drinking water disinfection.
Total Trihalomethanes <sup>7</sup>	6/19	8.2 ND to 8.2	ug/l	MCL=80	No	0	Byproduct of drinking water disinfection.
Bromodichloromethane	6/19	1.7 ND to 1.7	ug/l	MCL=50	No	0	Byproduct of drinking water disinfection.
Bromoform	6/19	2.9 ND to 2.9	ug/l	MCL=50	No	0	Byproduct of drinking water disinfection.

**TABLE OF DETECTED CONTAMINANTS (cont'd)**

Contaminant	Sample Date (Month/Year)	Level Detected (Maximum) (Range)	Unit Measurement	Regulatory Limit	Violation	MCLG	Sources in Drinking Water
<b>DISINFECTION BYPRODUCTS — continued</b>							
Chloroform	6/19	0.81 ND to 0.81	ug/l	MCL=50	No	0	Byproduct of drinking water disinfection.
Dibromochloromethane	6/19	3.2 ND to 3.2	ug/l	MCL=50	No	0	Byproduct of drinking water disinfection.
<b>UNREGULATED CONTAMINANT MONITORING RULE</b>							
1,4 dioxane	2/19	19 ND to 19	ug/l	35 <sup>a</sup>	No	N/A	This compound may enter the environment through its use as a solvent and in textile processing, printing processes and detergent preparations.
Bromide	6/18 & 12/18	497 88 to 497	ug/l	No Standard	No	N/A	Naturally occurring.
Perfluorooctanesulfonic acid (PFOS)	11/19	14 ND to 14	ng/l	70 <sup>p</sup>	No	N/A	PFOS/PFOA have been used to make carpets, leathers, textiles, fabrics for furniture, paper packaging, and other materials that are resistant to water, grease or stains. It is also used in firefighting foams at airfields. Many of these uses have been phased out by its primary U.S. manufacturer, however, there are still some ongoing uses.
Perfluorooctanoic acid (PFOA)	8/19	66 ND to 66	ng/l	70 <sup>p</sup>	No	N/A	
Total Organic Carbon	6/18	10,400 ND to 10,400	ug/l	No Standard	No	N/A	Naturally occurring.

<b>UNREGULATED CONTAMINANTS (Additional monitoring was performed voluntarily, to provide proactive information outside of the EPA's UCMR program)</b>							
Perfluorobutanesulfonic acid (PFBS)	10/19	7.5 ND to 7.5	ng/l	70 <sup>p</sup>	No	N/A	PFBS/PFHpA/PFHxS/PFNA have been used to make carpets, leathers, textiles, fabrics for furniture, paper packaging, and other materials that are resistant to water, grease or stains. It is also used in firefighting foams at airfields. Many of these uses have been phased out by its primary U.S. manufacturer, however, there are still some ongoing uses.
Perfluoroheptanoic acid (PFHpA)	10/19	6.9 ND to 6.9	ng/l	70 <sup>p</sup>	No	N/A	
Perfluorohexanesulfonic acid (PFHxS)	12/19	6.5 ND to 6.5	ng/l	70 <sup>p</sup>	No	N/A	
Perfluorononanoic acid (PFNA)	12/19	14 ND to 14	ng/l	70 <sup>p</sup>	No	N/A	

**Table Definitions**

**90<sup>th</sup> Percentile Value** The values reported for lead and copper represent the 90<sup>th</sup> percentile. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90<sup>th</sup> percentile is equal to or greater than 90% of the lead and copper values detected at your water system.

**AL (Action Level)** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements which a water system must follow.

**MCL (Maximum Contaminant Level)** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as possible.

**MCLG (Maximum Contaminant Level Goal)** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**mg/l (Milligrams per Liter)** Corresponds to one part of liquid in one million parts of liquid (parts per million—ppm)

**MRDL (Maximum Residual Disinfectant Level)** The highest level of a disinfectant allowed in your drinking water. A certain amount of disinfectant has been shown to help control germs and microbes in the water.

**MRDLG (Maximum Residual Disinfectant Level Goal)** If the value of “Level Detected” column is below the MRDLG there is no known or expected risk to your health.

**N/A** Not applicable.

**ND (Non-detects)** Laboratory analysis indicates that the constituent is not present.

**ng/l (Nanograms per Liter)** Corresponds to one part of liquid to one trillion parts of liquid (parts per trillion—ppt).

**pCi/l (Picocuries per Liter)** A measure of the radioactivity in water.

**SI (Saturation Index)** A measurement of the Langelier Saturation Index (LSI). LSI is a calculated number used to predict whether water will precipitate, dissolve or be in equilibrium with calcium carbonate. A negative LSI indicates that water has no scaling potential; a positive LSI indicates that scale has the potential to form.

**TT (Treatment Technique)** A required process intended to reduce the level of the contaminant in drinking water.

**ug/l (Micrograms per Liter)** Corresponds to one part of liquid in one billion parts of liquid (parts per billion—ppb).

**Table Notes**

- In June, October and November of 2019, total coliforms were detected in one (1) sample of the 100 monthly routine compliance samples collected in our system during those months. Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other potentially harmful bacteria may be present. Three (3) additional samples were subsequently collected that month and total coliforms were not detected in those samples. Since total coliforms were detected in less than 5 percent of the samples collected during that month, the system did not have an MCL violation.
- The value reported for copper represents the 90<sup>th</sup> percentile. In this case 54 samples were collected at your water system and the 90<sup>th</sup> percentile value was the fifth highest value (0.11 mg/l). The action level for copper was not exceeded at any of the sites tested.
- The value reported for lead represents the 90<sup>th</sup> percentile. In this case 54 samples were collected at your water system and the 90<sup>th</sup> percentile value was the fifth highest value (1.3 ug/l). The action level for lead was not exceeded at any of the sites tested.
- Nitrate in drinking water at levels above 10 mg/l is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider.
- Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.
- Total Haloacetic Acid means the sum of monochloroacetic acid, dichloromethane acid, trichloroacetic acid, monobromoacetic acid and dibromoacetic acid.
- Total Trihalomethanes (TTHMs) means the sum of chloroform, bromodichloromethane, dibromochloromethane, and bromoform.
- The level represents a health advisory for 1,4-dioxane. A health advisory is an estimate of acceptable drinking water levels for a chemical substance based on health effects information; a health advisory is not a legally enforceable Federal standard, but serves as technical guidance to assist Federal, State and local officials.
- The U.S. Environmental Protection Agency (EPA) has established a lifetime health advisory level (HAL) of 70 parts per trillion (ppt) for PFOA and PFOS combined. The New York State (NYS) proposed maximum contaminant level (MCL) is 10 ppt for PFOA and PFOS.

## Water Conservation Methods

Although our system has an adequate amount of water to meet present and future demands, there are a number of reasons why it is important to conserve water. Saving water saves energy and some of the costs associated with both of these necessities of life. Saving water reduces the cost of energy required to pump water and the need to construct costly new wells, pumping systems and water storage tanks. It also lessens the strain on the water system during a dry spell or drought, helping to avoid severe water use restrictions so that essential fire fighting needs are met.

You can play a role in conserving water and saving yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less water whenever you can. The following suggestions will help you make your home “water efficient” without sacrificing comfort or changing lifestyles:

- Turn off your automatic lawn sprinkler if rain is expected or install a rain sensor.
- Load your automatic dishwasher to its maximum capacity before running it. Dishwashers use approximately 15 gallons for every cycle regardless of how many dishes are loaded.
- Turn off the tap when brushing your teeth or while shaving.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilet for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl which will indicate a leak. It is not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. By fixing it, you can save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all faucets and water using appliances, and be sure no one in your family uses water during the testing period. Note the water meter reading and check the meter after 15 minutes. If the dial indicator on the water meter moved, you have a leak.

### Outside Water Use Restrictions

Lawn sprinkling remains the leading nonessential use of water. Your lawn needs about 1-1/2 inches of water a week, preferably in one watering. You shouldn't follow a fixed schedule, but water only when the grass or plants show signs of needing it. During a cool or cloudy spell, you don't need to water as often.

Please remember that Nassau County watering regulations for lawns and gardens are in effect year-round. Outside water usage is prohibited between the hours of 10:00 a.m. and 4:00 p.m. year-round. Customers with odd-numbered addresses may only water on odd days of the month and customers with even-numbered (or no number) addresses may only water on even days of the month.

## 2019 Statistics At-a-Glance

Wells Closed/Restricted	None
Violations of Standards	None
Number of Service Connections (Customers)	28,054
Population Served	120,000
Total Water Produced (billion gallons) <sup>1</sup>	3.867
Daily Average (million gallons)	10.59
Highest Single Day (million gallons)	18.33
Total Wells in System	24
Active Wells in System	24
Storage Facilities	4 ground, 3 elevated
Storage Capacity (million gallons)	11.8
Miles of Main	234
Fire Hydrants	2,432
Water Obtained or Disbursed through Interconnections With Other Water Suppliers	None
Average Annual Residential Water Rates (based on 102,000 gallons) <sup>2</sup>	\$486

<sup>1</sup> Approximately 82.4 percent of the water produced in 2019 was billed directly to customers and 9.3 percent was used for main flushing, hydrant testing and maintenance, and station and tank maintenance. The balance, or unaccounted for water of approximately 8.3 percent, was used for contractor activity, fighting fires, filling street sweepers and sewer cleaning trucks and also includes losses due to leaks, water main breaks and hit hydrants.

<sup>2</sup> On June 1, 2019 the Water Authority implemented a 3.8% rate increase. The majority of Water Authority customers utilize a 5/8" meter and are charged quarterly \$48.42 for the first 9,000 gallons used. All customers pay \$4.429 per thousand gallons for the next 96,000 gallons, and then pay \$4.538 per thousand gallons for usage over 105,000 gallons.

**Customers in violation of the Nassau County watering regulations are subject to the following terms adopted by the Water Authority's Board of Directors on May 27, 2003:**

<b>1st Violation:</b>	<b>Warning</b>
<b>2nd Violation:</b>	<b>\$50 Service Charge</b>
<b>3rd Violation:</b>	<b>\$75 Service Charge</b>
<b>4th Violation:</b>	<b>\$150 Service Charge</b>
<b>5th Violation:</b>	<b>\$300 Service Charge</b>
<b>Each Additional:</b>	<b>\$300 Service Charge</b>

**These service charges will be billed to the customer's water service account.**

## System Improvements

In addition to the extensive monitoring and testing performed on our water supply, the Water Authority maintains, services and upgrades its water supply facilities and distribution system regularly. In 2019 capital projects completed or underway included the following:

- Completed construction of new VOC removal facilities for Well Nos. 15A and 15B: Construction commenced on a new Well building for Well No. 15D and, in addition, electrical and mechanical upgrades for Booster Pump Station No. 15 in Elmont;
- Completed the construction of a new Iron Removal Plant for Well No. 25A in North Valley Stream;
- Continued design of a new treatment facility at Station No. 57 in New Hyde Park for the removal of 1,4-dioxane and PFAs from the water. This project includes raising the two (2) wells below grade at the Station to a height of 18-inches above the existing grade and modifications to the existing VOC removal facility at the site.
- Completion of construction of a new storage facility at Well Station No. 44 in Elmont.
- Electric Well Motor Replacement;
- Service and hydrant replacements;
- Computer upgrades and replacements; and
- Meter replacements.

Planned improvements for 2020 include:

- Completion of new Well building for Well No. 15D and, in addition, electrical and mechanical upgrades for Booster Pump Station No. 15 in Elmont.
- Start construction of a new treatment facility at Station No. 57 in New Hyde Park for the removal of 1,4 dioxane and PFAs from the water. This project includes raising the two (2) below grade wells, to a height 18-inches above existing grade and replacement of the existing VOC removal facility.
- Start construction of GAC wellhead treatment for PFAs removal at Station Nos. 28 (Elmont) and 44 (Elmont).
- Start construction of a pilot program for new treatment facilities at Station Nos. 20 (New Hyde Park), 35 (Floral Park) and 40 (New Hyde Park) for the removal of 1,4-dioxane and PFAs from the water and other modifications;
- Well pump bowl replacements;
- Service and hydrant replacements;
- Computer upgrades and replacements;
- Meter replacements; and
- Vehicle and large equipment replacements.

## Unregulated Contaminant Monitoring Rule 4

In 2018, the Water Authority was required to collect and analyze drinking water samples for unregulated contaminants. Unregulated contaminants that were detected are reported in the Table of Detected Contaminants found on page 5 of this report. You may obtain information on the monitoring results by contacting the Water Authority's Superintendent, Michael J. Tierney, at (516) 327-4100.

## Summary of Untreated Well Water Quality Exceeding Standard or Two-Thirds of Standard

(For Calendar Year Ended December 31, 2019) \*

Substance	2019 Standard	Designation of Wells Exceeding Standard or Two-Thirds of Standard	Concentration (ug/l) Unless noted		Sample Date (2019)
			BEFORE Treatment	AFTER Treatment	
Chloride	250 mg/l	None	N/A	N/A	N/A
Nitrate	10 mg/l	None	N/A	N/A	N/A
1,1-Dichloroethane	5 ug/l	57 57A	4 21	ND ND	9/12 9/12
1,1-Dichloroethene	5 ug/l	57 57A	4.2 7.9	ND ND	5/9, 9/12 9/12
cis-1,2-Dichloroethene	5 ug/l	57 57A	7.8 31	ND ND	9/12 9/12
Chlorodifluoromethane	5 ug/l	35A 44C	9.7 3.7	ND ND	7/3 7/2
Tetrachloroethene	5 ug/l	15A 15B 15C 15E 20 40 44 44A 44C 57 57A	59 91 19 38 10 3.3 5.7 21 181 31 43	ND ND ND ND ND ND 0.7 ND 0.65 ND ND	11/7 5/9 9/10 9/10 9/12 9/12 12/3 1/3 1/17 5/19 9/12
Trichloroethene	5 ug/l	15A 15B 35A 44 44A 44C 57 57A	11 12 6.1 5.7 7.4 17 56 46	ND ND ND ND ND ND ND ND	9/12 5/9 6/6 12/3 1/3 1/17 9/12 3/12
Vinyl Chloride	2 ug/l	57A	1.6	ND	12/5

Well Nos. 15A, 15B, 15C, 15E, 44, 44A & 44C are located in Elmont

Well Nos. 20, 40, 57 & 57A are located in New Hyde Park

Well No. 35A is located in Floral Park

N/A—Not Applicable

ND—Non Detection (Laboratory analysis indicates that the constituent is not present.)

\*Note: No water is pumped into the distribution system until it has been treated.

## Annual Chairman's Report Fiscal Year June 1, 2018 to May 31, 2019

Total Revenues Earned	\$18,016,964
Operating and Maintenance Expenses	\$10,030,967
Interest Expense on Long-term Debt	\$4,802,705
Interest Income	\$901,999
Miscellaneous Income	\$315,640

Additional expenses during the year included depreciation and amortization of original revenue bond and subsequent refinancing closing costs associated with the original purchase of the water system.

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Monday through Friday  
8:00 a.m. to 5:00 p.m.

**ACH & Credit Card payment options now available. Add your contact information for Emergency Notifications. Visit [www.wawnc.org](http://www.wawnc.org) for more details.**



## 2019 Annual Water Quality Report

### About this Report

To comply with New York State (“State”) regulations, the Water Authority annually issues a report describing the quality of your drinking water. During 2019, our system was in compliance with applicable State drinking water operating, and reporting requirements.

During the 2019 calendar year, the Water Authority conducted more than 36,500 tests for over 150 drinking water contaminants. Last year, as in years past, your tap water met all United States Environmental Protection Agency (“EPA”) and State drinking water health standards.

This report provides an overview of last year’s water quality and includes details about where your water comes from, what it contains and how it compares to EPA and State standards. As in years past, our system was in compliance with all applicable State drinking water operating and reporting requirements as well as notification procedures.

If you have any questions about this report or your drinking water, please contact Michael J. Tierney, our Superintendent, at (516) 327-4100.

### Share This Report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who are not customers of the Water Authority of Western Nassau County.

Additional copies of this report are available on our website at [www.wawnc.org](http://www.wawnc.org).

Or contact our customer service department at:

(516) 327-4100

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.