

TOLLAND WATER COMMISSION

KEEPING CURRENT

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SYSTEM WORK, IMPROVEMENTS & PUBLIC HEALTH POLICY

Review and evaluation for improvements for your water systems continues. These efforts are to provide healthful water meeting the needs of current and future customers. The goals are to improve service to our customers and provide better utilization of assets and lower costs.

The continuing health crisis has altered how the Tolland Water System operates.

- Tolland and CWC operate under public health, utility and Town policies, and executive orders and rules.
- Public Health policy and operations concerns have led to elimination of or reductions in public contact and customer site visits. This is important to recognize because we operate under Department of Public Health oversight. For example, before the public health crisis plans and purchases of water meters were made for continuation of the meter testing program. However, residential and other customer premises have not been visited for meter replacements and testing. Public health concern, the possibility for infection, has eliminated, customer site visits for now.
- Water quality testing, review of results and appropriate responses are as before.
- Revenue collection matters are adjusted in accord with the Governor's Executive Order and related policies.
- Water system flushing is being conducted as scheduled to maintain water quality and appearance.
- Maintenance of Tolland's water systems continues, where there is no customer contact.

CONNECTICUT WATER COMPANY WORKERS

Connecticut Water Company (CWC) provides Tolland with contract operation and maintenance services. CWC workers can be recognized by their ID cards, uniform shirts and marked trucks. If you ever have a concern you can contact Connecticut Water at 1-800-286-5700.

MEET OUR NEW COMMISSIONER

The Commission welcomes our newest member Daniel Tourtellotte, joining the team in September. Dan is employed as a water and water pollution control systems foreman working for a Massachusetts municipality. We welcome Dan and look forward to working with him.

CONSERVATION TIPS



Tolland's water supplies are plentiful; however, water should be used

wisely. This is important to our water system and for all who enjoy and use water as a resource. The Commission always urges wise water use and good water conservation practices and we thank you for your continued wise water use.

Planning new gardens and landscaping? Look for native and other plants that use less water. Visit www.ct.gov/deep and search Sustainable Practices for the Landscaping and Lawn Care Industry.

Remodeling your home or business? We suggest you look at new water using appliances and fixtures as opportunities to save water while improving looks and efficiency. If you have an irrigation system, pool, etc. this is opportunity to examine new equipment or changes that improve the efficiency of water use.

Leak detection in and around your home or business is important. Leaks can cause significant damage and be costly. If you suspect a leak and cannot locate the source, the Commission can arrange for a service visit. Please contact us at WaterCommission@Tolland.Org or by calling 860-



VOLUNTEERS NEEDED

Volunteers are needed to serve on the Water Commission. Do you have an interest or a background in business management, finances, environmental sciences, utility management, water systems or in public service? You could become a member of the Water Commission. Please contact us at WaterCommission@tolland.org.



THE SEASONS AND WEATHER ARE CHANGING

As adverse weather approaches, we are reminded that we should prepare our families, homes and businesses for changing conditions. Be aware that water systems also prepare with reviews of systems and capabilities, back up electric generation and contract help. Tolland has an electronic notification system to provide emergency information in our Town. If you are not signed up please consider this local emergency information source by signing up at www.tolland.org under the Tolland Notification link found on the left side of the page.

DROUGHT CONDITIONS

While there has been rain and snow in some areas State Interagency Drought Workgroup concerns about drought conditions continue. The precipitation as late has moderated the effects of the dry spring and summer. However, concern remains.

The State's August 2020 Press Release indicated "Dryer than normal conditions in the spring and summer have impacted water resources and demands on them". The State's Declaration asked residents and businesses to voluntarily take the following measures to aid in minimizing future drought impacts:

- "Reduce automatic outdoor irrigation
- Postpone the planting of any new lawns or vegetation
- Minimize overall water use by fixing leaky plumbing and fixtures
- Follow and additional conservation requests issued by water suppliers or municipalities"

The Declaration indicated residents "...should be mindful of their water consumption and take sensible steps to stretch water supplies and reduce impacts on other water uses and on the environment."

Consumers and water suppliers have worked at this for some time. Your efforts in conserving water are appreciated. With colder weather, conditions will moderate but there remain shortfalls in our environment. We await updated information and improved water resources condition.

Reminder!



Keep Fire Safe

Please keep fire hydrants clear of snow, keeping them visible and accessible for use by the Fire Department.

THANK YOU

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Tolland Water Commission

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