

TOLLAND WATER COMMISSION

KEEPING CURRENT

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WATER SYSTEM WORK AND IMPROVEMENTS

Review and evaluation of 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. The Water Commission and its operator, Connecticut Water Company (CWC), continue to provide service.

- Tolland and CWC operate under public health, utility and Town policies, and executive orders and rules.
- Public Health concerns have led to less public contact and site visits. This is important to recognize because we operate under Department of Public Health oversight.
- Water quality testing and results are as before.
- Collection matters are presently in accord with the Governor's Executive Order 7S.
- Water system flushing was conducted as scheduled to maintain water quality and appearance.
- Maintenance of Tolland system continues.

IF YOU SEE SOMETHING - SAY SOMETHING

Hydrants are installed for use by The Tolland Fire Department and Tolland Department of Public Works. Any other use has to have the specific authorization by the Tolland Water Commission. If you see someone other than Tolland's Fire Department or the Tolland Department of Public Works using a hydrant, contact the Town Manager's Office immediately at 860 - 871-3680.



CONNECTICUT WATER COMPANY WORKERS

Connecticut Water Company 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.

CONSERVATION TIPS

Be sure to
water your
lawn and not
the street

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 this spring? 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 860-871-3680.

MEET OUR NEW COMMISSIONER

The Commission welcomes our newest member Megan Carpenter who joined the team in March of 2020. Megan is an entry level water resources engineer with an M.S. in Environmental Engineering. We welcome Megan and look forward to working with her.

ANNUAL INSPECTION OF BACKFLOW PREVENTER

Residential, commercial and other properties with irrigation systems, pools or other devices that may back siphon into their domestic potable water systems and the Tolland public water supply require Backflow Preventer Devices. State rules and building codes identify the equipment or devices required and how such equipment or devices is to be connected. These rules require inspections annually by a Certified Inspector.

Failure to have a backflow preventer device installed and inspected according to State rules and the Town Code is subject to civil penalties.

Certified Inspector services can be provided by Connecticut Water Company (CWC), or other firms, for a fee. If you would like CWC to inspect your Backflow Preventer Device, please contact the CWC Cross Connection Department to schedule an appointment at 860-292-2812. Spring is upon us and it is a great time to get it inspected.

Thank-you for your cooperation and continued support of the Tolland Water System.

WATER METERS

Water meters are periodically replaced because the State requires meter testing and its good operations practice. To test, meters are removed and replaced with new certified meters. The old meter is sent to a laboratory for testing and then retired. In years of retrievable records, no meters have been found out of tolerance and so they can be tested less frequently. This is part of a continuing program to ensure reliable operation of the meters and to provide for proper billing. This is a requirement of the Water Commission and we appreciate your cooperation in providing access to CWC personnel to replace meters.

This spring a new test cycle is beginning. Connecticut Water will be contacting customers to schedule an appointment for meter replacement when it is safe to do so. They should be readily recognizable with ID cards, uniform shirts and marked trucks.

Should you have any questions, please contact the Town Manager's office at 860-871-3680 or CT Water at 800-286-5700.

SPRING FLUSHING

Spring flushing took place the weeks of April 20th and April 27th. Thank you for your patience during this important process.

**Thank you for keeping
fire hydrants clear of
snow this past winter.**

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Tolland Water Commission

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New England Water Utility Services

A subsidiary of the CT Water Co.

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