

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 while meeting new requirements.

- 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, review of results and appropriate responses are as before.
- 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.

THANK YOU MATT

The Water Commission thanks Matt Kenney for his work on the Commission benefitting Tolland's water system customers and residents for the past three years. Matt was a significant part of the team and we appreciate his contributions. We wish him well in his future endeavors.



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



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 860-871-3680.



VOLUNTEERS NEEDED

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.

STATE DECLARATION OF STAGE 2 DROUGHT CONDITIONS

The State has announced that the four northern counties, Tolland County included, are experiencing Stage 2 Drought conditions. Drier than normal conditions in the spring and summer have impacted water resources and demands on the. The Declaration states: "Residents and businesses in Stage 2 counties are being asked to voluntarily take the following measures to aid in minimizing future drought impact:

- ◆ 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 points out "Resident should not be alarmed, but 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." It is noted Stage 2 is one of five drought stages in Connecticut's Drought Response and Preparedness Plan and the State reached this Stage four times in the last two decades, in 2002, 2007, 2010, and 2016. If conditions deteriorate further, the State could reach Stage 3, reached only once before, in 2016.

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.

It is not clear when public health orders and policies will enable meter replacements and testing to go forward. When customer site visits are allowed, 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.

FALL FLUSHING

The Town water mains are flushed twice a year, spring and fall, to remove air and naturally occurring minerals from the system.

You should be receiving a tentative schedule in the mail for the Fall flushing.

The schedule will also be available at www.tolland.org/tolland-water-commission

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Tolland Water Commission

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