

Tolland Water Commission Keeping Current

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System Work, Improvements & Public Health Policy

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 intended to protect workers, customers and others in the places we operate in.

- 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 continue as before.
- Collection matters continue to be adjusted in accord with the Governor's Executive Orders and related policies. When these adjusted Executive Orders and related policies are changed, customers will be provided notification.
- Water system flushing is being conducted as scheduled to maintain water quality and appearance.
- Leak detection surveys for the Tolland Main System and the Torry Skungamaug Roads System are ongoing. This work is being conducted by Connecticut Professional Water Services coordinating with CWC personnel.
- Maintenance of Tolland's water systems continues.

Summer Weather & Other Conditions Affecting Water Supply

Tolland Water Systems' supplies have not been challenged with this summer's weather, thus far. The systems operated through weather events employing existing contingency options, as needed.

This summer brought the need for motor and pump replacements for River Park Well 1. This had an effect on a supply resource. However, it did not have a negative effect on supply in Tolland, nor did it have a negative effect on customer service.

The Well 1 problem appeared as a sudden, significant decline in the well's pumping rate. This compelled intervention. This work necessitates a specialized contractor, a crane and operations personnel for several days, and time to secure the motor and pump assembly designed for Well 1. The motor and pump replacement work required several days, however the outage covered weeks, while waiting for the pump assembly. Uncertainty about possible delay on the pump led to the decision to use the Tolland Main System interconnection with CWC at Mellow and Anthony Roads. Tolland has backup supply from River Park Well 2, but water quality differences from Well 1 led to the decision to use the CWC interconnection. Customer service was uninterrupted – the water systems operated as they should.



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

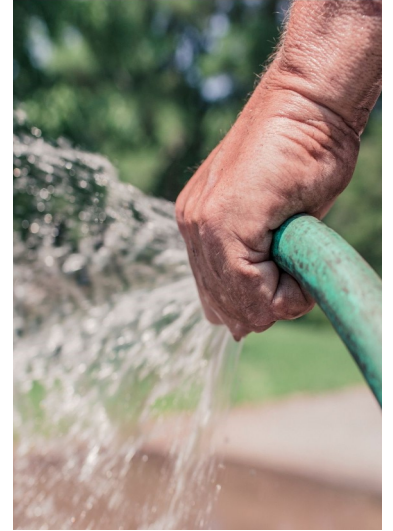
Conservation Tips

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 an 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.



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.

Water Meters & Testing

Water meters are periodically replaced because the State requires meter testing and its good operations practice. Water sales information is compared to water production and purchases to review the integrity of the distribution system.

To test meters, they are removed and replaced with new certified meters. Each 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.

Right now, it is not clear when public health orders and policies will enable meter replacements and testing going 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. CWC employees 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.

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 800-286-5700.



KEEPING CURRENT

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