

TOLLAND WATER COMMISSION

KEEPING CURRENT

VOLUME 10, ISSUE 1

JUNE 2021

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 our lives and how the Tolland Water Systems operate. But providing healthful water in quantities meeting customers' needs continues. The Water Commission and its operations and maintenance contractor, an affiliate of Connecticut Water Company (CWC), continue to be committed to this.

Some things remain the same, but there are differences. Tolland and its contractor operate under changed State public health and utility rules, policies and executive orders as well as rules and policies in Tolland.

- Public Health concerns have led to less public contact and site visits. This is important to recognize because CWC and Tolland operate under Department of Public Health oversight.
- Water quality testing and results are as before.
- Billing and collection matters have continued to be adjusted in accordance with the Governor's Executive Orders and related policies. But as pandemic era conditions are abating, orders and policies affecting revenue collection will be changing. Customers will be notified in advance of restoration of the water system and Town billing and collection policies.
- Water systems flushing to maintain water quality and appearance has been conducted as scheduled. Deferral might have impaired quality and appearance. Consultation with a peer group confirmed this.
- Maintenance of Tolland systems continues.
- Work with new customer installations continues.

CONNECTICUT WATER COMPANY WORKERS

Water system service work is provided under contract by Connecticut Water Company workers. CWC employees can be recognized by their ID cards, uniform shirts and marked trucks. If you ever have a concern, you may contact Connecticut Water at 1-800-286-5700.

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 hydrants, contact the Town Manager's Office immediately at 860-871-3680.

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.

Winter and spring brought us snow and rain. However, concern about water levels continues. Thoughtful use now may prepare us better for possible drought conditions in summer and fall. We thank you for your continued wise water use.

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

Remodeling your home or business? Look at new water using appliances and fixtures as opportunities to save water while improving looks and efficiency. Check Water Sense and other products that use less than plumbing codes require. If you have or are planning for 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.

ANNUAL INSPECTION OF BACKFLOW PREVENTER DEVICES

While Public Health concerns have led to less public contact between utility workers and customers, going forward there will be site visits for required services.

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 periodic inspections.

It is the intent of the Tolland Water Commission to provide you with high quality water and we need your help in doing so. The properties requiring backflow prevention are required to have backflow prevention devices inspected annually by a Certified Inspector. The inspection includes placement of a tag on the backflow preventer device identifying the inspector and the date of inspection. Please have yours inspected. Scheduling will be affected by State decisions on such service work.

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, the corporate parent of our System Operator, for a fee. Certified Inspection services may be provided by other firms as well. 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 and summer are upon us and it is a good time to get it inspected.

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

WATER METER TESTING

Although some water meters are removed for testing each year as part of a testing program, water meters were not removed from customer premises in 2020. Pandemic conditions lead to changed public health and utility policies to protect the health of customers and utility workers alike.

Water meters are periodically replaced because the State requires meter testing and it is 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. Replacement frequency, depending upon meter connection size, can be found on our website. This is a requirement implemented by the Water Commission, but it parallels requirements in place for investor-owned water utilities in Connecticut and elsewhere. We appreciate your cooperation in providing access to our operations and maintenance contract personnel replacing the meters.

Summer 2021, public health conditions are changing. It is not yet clear when a new meter test cycle will begin. Scheduling will be affected by State decisions on service work we perform and other work.

When meter testing continues, Connecticut Water will be contacting customers to schedule an appointment for meter replacement. 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.

Reminder!



Keep Fire Safe

Your help in shoveling snow and ice away from fire hydrants is appreciated.

THANK YOU

KEEPING CURRENT

A quarterly publication of the

Tolland Water Commission

21 Tolland Green
Tolland, CT 06084

WaterCommission@tolland.org

860-871-3680

System Operator

New England Water Utility Services
A subsidiary of the CT Water Co.
800-286-5700

COMMISSIONERS

Eugene Koss Rob Green
Tom Rallo Daniel Tourtellotte

Staff Liaison

Beverly Bellody

Town Council Liaison

Steven Jones

Newsletter Writers

Eugene Koss and Tom Rallo

Newsletter Editor

Megan Massa