KCWA

Kent County Water Authority

CONSUMER CONFIDENCE WATER QUALITY ANNUAL REPORT 2023

KCWA Consumer Confidence Water Quality 2023 Annual Report

This year's report covers all testing completed from January 1, 2023, through December 31, 2023, and fulfills both the Environmental Protection Agency (EPA) and Rhode Island Department of Health (RIDOH) requirements to provide a "Consumer Confidence Report" to our customers. This publication reflects our ongoing efforts to keep you informed about the quality of the water and services we deliver to you every day.

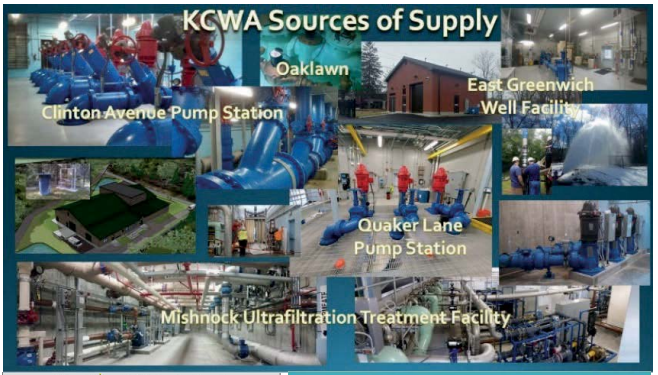
We remain committed to producing drinking water that meets all state and federal drinking water standards. This report includes information related to the origin of your water, what it contains, and how it compares to the quality standards set by the EPA. Be assured, the Kent County Water Authority professional management and staff are committed to providing our customers with the finest, most cost effective and reliable drinking water.

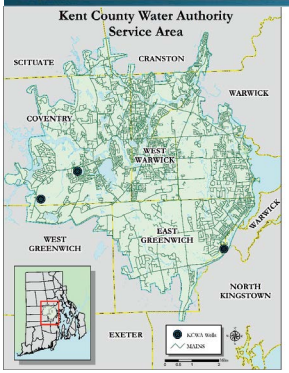
The Kent County Water Authority and its predecessor companies have been delivering safe, dependable water, seven days a week, 24 hours a day for 144 years. We are committed to providing new and better methods for delivering the best quality drinking water to you. As new challenges to drinking water quality and safety emerge, we remain vigilant in meeting these demands while continuing to serve the needs of our customers. It is important to understand the facts about the quality of your drinking water. The information provided in this document reflects the pertinent results from public water system regulatory testing requirements. Through our monitoring and testing efforts we have found that some regulated constituents have been detected. EPA and RIDOH regulatory guidance reflect that your water is SAFE at these levels. This report explains the quality of your drinking water, its sources, and an overview of the water system, our future goals, progress and more. Should you have any questions concerning this information or about your water utility, please contact our Executive Director/Chief Engineer, David L. Simmons, P.E. at 401-821-9300 or customerservice@kentcountywater.org. Customer concerns regarding Providence Water results should be directed to the Customer Service Department of the Providence Water Supply Board at 401-521-6300 or RIDOH Office of Drinking Water Quality at 401-222-6867.

We value our customer feedback. Public participation adds value to the decision-making process regarding the quality of your water and the service you are provided. If you would like to learn more about your water utility or play a part in its future, please feel free to attend any of our regularly scheduled board meetings held monthly. The meeting schedule can be found on our website https://kentcountywater.org/kcwa-board-of-directors.aspx. Meeting agenda information can also be found on the Secretary of State website, http://sos.ri.gov/openmeetings/index.php?page=view_entity&id=393. Meetings begin at 3:30 p.m. at our office located at 35 Technology Way, West Greenwich. We look forward to seeing you there!

Sources of Water

During the summer months, the Kent County Water Authority purchases approximately 75 percent of your water from the Providence Water Supply Board. In the winter months, approximately 40 percent of your water is purchased from the Providence Water Supply Board. This supply is treated surface water from the following reservoirs located in the central part of the state: Scituate, Regulating, Moswansicut, Ponaganset, Barden and Westconnaug reservoirs. The remainder of your water is produced from our Mishnock well field and treatment facilities located off Route 3 in Coventry and our East Greenwich well located off Post Road at the Warwick and East Greenwich line. KCWA also wholesales water to the City of Warwick to supply the Potowomut section and to the Quonset Development Corporation to supply the Quonset Business Park.





KCWA # OF ACTIVE SERVICES BREAKDOWN BY TOWN/CITY	
COVENTRY (02816)	8,535
WEST GREENWICH (02817)	393
EAST GREENWICH (02818)	4,055
HOPE/SCITUATE (02831, 02823)	447
NORTH KINGSTOWN (20852)	8
WARWICK (02886)	4,495
WEST WARWICK (02893)	8,415
CRANSTON (02920, 02921)	917
TOTALS	27,265

When Selling Your Home or Commercial Property

The standard closing information request must be presented to the Kent County Water Authority for any sale or conveyance of property currently receiving public water service. A copy of this form can be found here: https://kentcountywater.org/forms.aspx. Often times we find that this form is completed by your realtor or attorney. The processing of this form provides vital account information to the Kent County Water Authority. This form is also the mechanism to inform the seller and purchaser concerning outstanding billing amounts and identification of any possible service connection compliance defect issues that must be corrected to facilitate compliance with current rules and regulations for service.

Most lending institutions allow 45-60 days to process the closing on a property transaction. It is imperative that the Kent County Water

Authority be notified well in advance of the closing date to conduct an onsite service connection compliance inspection as part of processing the closing form request. The earlier the closing form is received in advance of the closing date the less likely your closing may incur delay due to an unforeseen compliance issue that may need to either be remedied or negotiated between the seller and purchaser for correction as part of the terms of the sale before the lending institution will close on the property.

Rules and Regulations

The Kent County Water Authority Rules and Regulations represent the written guidance outlining both the water utility and customer responsibilities concerning things like billing, maintenance, ownership guidelines and other important issues. In responding to customer concerns and inquiries we have found that customers often convey that they are unaware of the customer responsibilities delineated in the Rules and Regulations. This can sometimes leave our valued customers in precarious situations when a repair may be required or a change in property ownership is about to occur. The acceptance of public water supply from the Kent County Water Authority represents a contract between the customer and water utility. Each party's responsibilities are described in the applicable sections of the Kent County Water Authority Rules and Regulations. To help better understand each party's responsibilities we strongly recommend that all customers periodically review the Kent County Water Authority Rules and Regulations. A copy of the Kent County Water Authority Rules and Regulations is available at our main office, or online at https://kentcountywater.org/rulesandregulations.aspx. During normal work hours you may contact one of our customer service representatives should you have a question or concern regarding the regulations.

Monthly Billing

Monthly billing is an important tool in assisting customers to detect problems associated with high water usage that may have gone unnoticed for months when billed on a quarterly basis. Now these problems can be caught earlier with monthly water meter readings. Monthly billing may also compel customers to practice better water conservation measures. The Kent County Water Authority redesigned the physical bill to present you with all of the information you need to quickly compare past use and billing history to manage budgeting and locate higher-than-normal water consumption via comparative graphs. Your water statement includes a Bill Summary where you will find your current consumption and charges, prior balance, past payments, your specific usage period and average daily use in gallons. The "Water Use at a Glance" section includes a graph of your past water usage that provides a comparison view of how current consumption compares to previous billed usage. There are also important messages displayed on the front of the bill. There are also instructions on how to set up an account on our online customer payment portal. Setting up an online account will allow you to view and print your bill online, view your account history and usage, and pay your bill. Since the deployment of our online customer payment portal, more than 14,000 customers have signed up for some or all of the portal features available. An informational flyer to help you better understand the elements and layout of your water statement is available online at https://kentcountywater.org/config/docs/KCWA_TrifoldBillInsert_3-24-21_final.pdf.

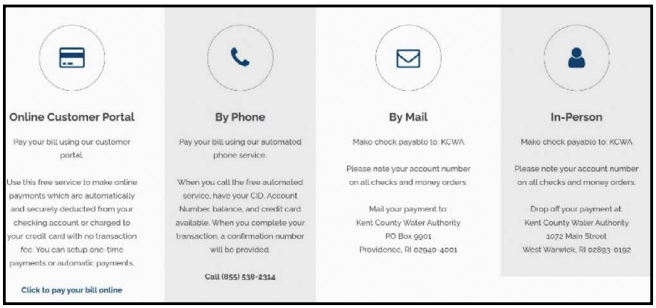
Payment Processing

Starting in July of 2023, the Kent County Water Authority began using Invoice Cloud to accept payments. Invoice Cloud allows the Kent County Water Authority to provide online payment processing in a securely hosted, real-time environment.

Invoice Cloud was selected to replace the existing payment processor because of its ability to send notifications to customers reminding them of their bill due dates. These notifications have been useful in preventing non-payment shutoff, allowing the customer sufficient time to make a payment prior to their non-payment shutoff date.

Invoice Cloud also allows customers to view and print bills and payment records online and make a payment using credit cards, debit cards and electronic checks all through the existing Kent County Water Authority online customer portal and automated phone service with no transaction fees. Invoice Cloud also allows customers to store multiple payment methods in the online customer portal.

Multiple Payment Methods Make Payments Easier



ONLINE: Using the customer portal, customers may pay their bill online by going to the Kent County Water Authority website www.kentcountywater.org and clicking "Pay your Bill" (https://kentcountywater.org/pay-bill.aspx). Payments are securely deducted from your checking account (ACH) or charged to your credit or debit card with no transaction fees. The online customer portal allows you to create an account where you can set up one-time payments or automatic payments. It is imperative that customers only use the www.kentcountywater.org website when making payments. This requires you to directly type the website address into your search engine. If you generically search Kent County Water Authority, you may end up at a third-party website that charges additional fees and often leads to undue delays in receipt of your payment.

PHONE: Customers may also pay their bill using our fee free automated phone service by calling 855-538-2314.

MAIL: The mailing address for your water bill payments is: Kent County Water Authority, P.O. Box 9901, Providence, RI 02940. Make checks payable to KCWA and please note your account number on all checks and money orders. Payments sent or delivered to any other address will result in delays in posting to your account. It is imperative that you use the enclosed payment envelope when paying by mail.

IN-PERSON: Customers can continue to make payments in person at our office located at 35 Technology Way, West Greenwich, RI, however, for safety reasons, as of September 1, 2018, cash is no longer accepted.

Payments made in person must be in the form of check, money order or credit and debit card. Payments can also be made at our new Bill Pay Kiosk 24 hours a day, 7 days a week. The Bill Pay Kiosk accepts payments in the form of check, money order or credit and debit card. All payment methods have no transaction fees and the account number must be listed on the check/money order.

ONLINE BANKING: When making a payment through online banking, please contact your bank and provide them with your 6-digit account number and extension (either -0 or -1) so that your payment is applied properly. When using the online banking payment method, your bank may cut a paper check and mail it to our office. If your bank sends a paper check, you must adjust the date of the scheduled bank payment to allow for delays in mailing and processing of the check by the bank. The mailing address for these types of payments must be Kent County Water Authority, P.O. Box 9901, Providence, RI 02940. This is the address where these types of payments are processed.

Your payment must be received by 3:00 p.m. ET on the due date stated on your bill to avoid any late fees.

Information on payment methods can be obtained on www.kentcountywater.org or by contacting any of our customer service representatives at 401-821-9300.

Emergency Mass Notification System

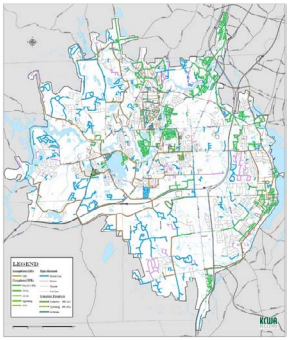
In our continuing effort to keep our customers better informed we implemented the use of the SmartNotice system. SmartNotice allows KCWA officials to deliver a prerecorded, tailored message, to either an entire community or a select portion of a community, advising residents about emergency and/or important system maintenance information regarding the drinking water system. SmartNotice allows us to quickly reach customers and area residents using telephone, email, and/or text communication. The SmartNotice system is a product line of the same Emergency Communication Network that handles the familiar CodeRED community notification system, with the exception that SmartNotice has been specially tailored for utility applications. Be prepared to receive a phone call, email, or text from our emergency notification system should a drinking water emergency or important system maintenance arise in your area.

The basic SmartNotice telephone database has its limitations as it is derived from the listings that are in the local printed telephone directories. To ensure you are included in our customer notification database it is imperative that every customer visit our website www.kentcountywater.org and register your cell phones, home phone and any unlisted phone numbers you wish to receive notifications on to ensure you are fully capable of receiving notifications.URL: (https://public.coderedweb.com/CGE/BF0FB15C3487) Even if you live in a community that already uses CodeRED you will still need to enroll in SmartNotice so you can receive messages specific to your drinking water. All numbers will remain confidential and will be used only to communicate drinking water emergencies and other important information regarding the public water system.

If you are reading this online follow this link to sign up today:

SmartNotice®

Infrastructure Improvements



Kent County Water Authority distribution and transmission mains comprise a network of more than 484 miles of underground infrastructure, storage tank facilities, and a multitude of pumps, wells and pressure control stations that must be continually maintained. Rhode Island General Law 46-15.6 requires that all large water suppliers implement an infrastructure replacement program to address such things as aged and failing mains and rehabilitation of tanks and pumping stations. Each water system throughout the state is required by law to provide a funding mechanism to replace and/or rehabilitate identified components at the end of their useful life within the framework of the regulations. We have a number of projects under construction and in the design phases. These contracts will replace underground water infrastructure including mains, service pipe, valves, and hydrants. As you might expect, water rates pay for the replacement of old and failing infrastructure. Costs associated with the infrastructure improvement program are incorporated in the rate structure for your billing. The rate structure and each infrastructure improvement program is fully reviewed and approved by the Public Utilities Commission (PUC) prior to commencing work on the planned improvements. Water is still the best bargain in town in comparison to bottled water or other utility and cable services.

In the year of this report much of the infrastructure work took place in Coventry, West Warwick, and East Greenwich. A total of approximately 6 miles of primarily 12-inch and 8-inch ductile iron water main was replaced as part of the 2021 Infrastructure Replacement Plan. Three critical pressure reducing valve stations were installed in Coventry to replace existing stations that were outdated and not connected to system monitoring equipment. This work also included reservicing existing and new customers with a new high service water main on Division Road to loop areas that were currently serviced at pressures lower than the required 20 PSI. A new pressure reducing valve station on Pontiac Avenue in West Warwick was also installed as part of the 2021 Infrastructure Replacement Plan to provide redundancy to the Oaklawn area of Cranston and the area of West Warwick from the Cranston and West Warwick town line to Wakefield Street in West Warwick. The 2021 Infrastructure Replacement Plan project was completed in December 2023 with the exception of final paving which will be completed by late spring of 2024. The 2022 Infrastructure Replacement Plan work continued the aggressive replacement of critical infrastructure for several high priority locations within the Kent County Water Authority distribution system. The work of this project generally involves the installation of water mains in West Warwick where approximately 14,000 linear feet of new water main will be installed. Specifically, the 2022 Infrastructure Replacement Plan project involves the replacement of 1887 vintage cast iron main along Cowesett Avenue. While in the roadway, a separate high service line to loop several dead-end

mains and reservice localized areas of historic low pressures will be installed. A major component to this project is the replacement and relocation of the water main at the intersection of Cowesett Avenue and Quaker Lane. Water main failure at this location has the potential of catastrophic collateral damage to surrounding infrastructure due to the recent installation of a natural gas high pressure underground station and associated infrastructure in close proximity to the Kent County Water Authority's existing water infrastructure. We strive to achieve the most amount of infrastructure replacement within the rate structure budgetary limits reviewed and approved by the Public Utilities Commission. Infrastructure replacement improves water quality and the service you receive. Aging water mains, tanks and pumping stations must be systematically replaced to extend these costs over the life cycle of the asset. We are very pleased that the planned projects brought to final completion this past year improved water quality and overall service to our customers. Additionally, the roadways were paved curb to curb as part of the water infrastructure projects with limited municipal cost sharing. This represents a great investment in your community without an increased burden on the municipal tax budget.

Capital Improvements

Capital improvement projects are intrinsic components to the future of the water supply system. These types of projects are aimed at improving water quality, regulatory compliance initiatives, and supply improvements that better serve our customers.

Our revised 2017-2022 Capital Improvement Plan (CIP) is available online at https://kentcountywater.org/config/rpts-tech/Final2016UpdateCIPReport.pdf. The plan maintains consistency with the principles and strategic goals of the Authority and its commitment to:

- Provide a consistent source of high quality, potable water for public consumption and fire protection;
- Reduce overall short and long-term maintenance costs;
- Coordinate water system improvements to comply with local and federal guidelines for consistent management and operation of a public water supply system;
- Planning to meet future economic and residential growth in the service district.

The CIP consists of a system-wide evaluation to produce a detailed plan for installation of new infrastructure required to improve the water system's operation and maintenance. It provides a planning document with systematic approach to implementing projected short-term (immediate) and long-term (out to 5-year) needs and requirements. The evaluation phase includes essential enhancements that are focused on future improvements in water supply, storage, pumping, treatment, transmission, and distribution systems necessary to meet regulatory requirements and overall water system service needs of the communities we serve. The plan is routinely reviewed in order to re-prioritize, modify, and update projects from previous CIP's based on economic growth patterns and supply needs throughout the service area. As the system grows, supply, service and projected administrative needs are incorporated into this planning document that is reviewed by several

state and municipal entities. The Kent County Water Authority is currently in the process of updating the Capital Improvement Plan. The updated Capital Improvement Plan will be available online upon its completion.

The design of a new treatment facility for the East Greenwich Well began in 2020. The new treatment facility will remove iron and manganese from the water and include disinfection to ensure source water compliance with the current and proposed Safe Drinking Water Act and RI Department of Health regulations. The preliminary design report and plans were submitted for review by the RI Department of Health (RIDOH) and the RI Department of Environmental Management (RIDEM) at the end of 2021. During the time when RIDOH and RIDEM review comments to the preliminary design report were being incorporated into the final design of the project, additional State regulatory requirements for per- and polyfluoroalkyl substances (PFAS) were enacted by the legislature. PFAS are an emerging contaminant of concern in groundwater throughout the United States. PFAS are man-made chemicals used to fight fires and in a variety of products and applications that are resistant to water, grease or stains, including nonstick cookware, carpets, upholstered furniture, clothing and food packaging. These chemicals are highly resistant to degradation in the environment and can mobilize into surface and groundwater from areas throughout the country that may have been contaminated for various reasons. These new State regulatory requirements were in part a response to new PFAS health advisories released by the Environmental Protection Agency (EPA). Health advisories are meant to act as a health goal and not a legally bound exceedance limit. The Rhode Island legislature, working with the RIDOH, passed a law in June of 2022 setting the interim contaminant concentration standard of 20 parts per trillion (ppt) for PFAS. With this new State standard for PFAS, the KCWA began shifting the treatment goals of the East Greenwich Well treatment facility to include full treatment for PFAS removal. Soon after the State legislation was introduced, the Biden-Harris Administration proposed the first ever national standard to protect communities from PFAS in drinking water.

One part per trillion is equivalent to one drop in an Olympic sized swimming pool.

EPA Press Release on PFAS March 14, 2023:

"The proposal, if finalized, would regulate PFOA and PFOS as individual contaminants, and will regulate four other PFAS – PFNA, PFHxS, PFBS, and GenX Chemicals – as a mixture.

- *PFOA and PFOS: EPA is proposing to regulate PFOA and PFOS at a level they can be reliably measured at 4 parts per trillion.*
- *PFNA, PFHxS, PFBS, and GenX Chemicals: EPA is also proposing a regulation to limit any mixture containing one or more of PFNA, PFHxS, PFBS, and/or GenX Chemicals. For these PFAS, water systems would use an established approach called a hazard index calculation, defined in the proposed rule, to determine if the* ***combined*** *levels of these PFAS pose a potential risk."*

Source: Biden-Harris Administration Proposes First-Ever National Standard to Protect Communities from PFAS in Drinking Water https://www.epa.gov/newsreleases/biden-harris-administration-proposes-first-ever-national-standard-protect-communities

Because a potential maximum contaminant level (MCL) of 4 ppt for PFAS is being set at the Federal level, if promulgated, the State requirement will have to shift to the EPA standard, which will dictate the KCWA's design of PFAS treatment at the new treatment facility. On

April 10th, 2024, the EPA announced legally enforceable levels, called Maximum Contaminant Levels (MCLs), for six (6) PFAS chemicals. The EPA has set MCLs for both PFOA and PFOS at 4 ppt. PFHxS, PFNA and HFPO-DA (commonly known as GenX chemicals) have MCLs of 10 ppt. PFAS mixtures containing 2 or more PFHxS, PFNA, HFPO-DA and PFBS have a Hazard Index MCL of 1. A Hazard Index MCL is used by the EPA to determine health concerns associated with exposure to chemical mixtures. The Kent County Water Authority performed an evaluation of PFAS in the raw water of the East Greenwich Well in June of 2023. During this testing, PFAS chemicals were detected at 11.18 ppt at the East Greenwich Well. Although currently below the State interim standard of 20 ppt, the new Federal MCL is 4 ppt. Based on the new Federal MCL for PFAS, the proposed treatment facility and major unit processes at the East Greenwich Well facility were reevaluated based on achieving the primary objective of protecting public health by providing a regulatory compliant, reliable source of potable water that meets or exceeds current and foreseeable future proposed drinking water regulations. The updated design, inclusive of PFAS treatment, will be completed by the end of 2024 with a new goal of reducing PFAS to as close to zero as possible using the best available technology. The Kent County Water Authority will be seeking any and all available grants to help facilitate construction of the facility. With the passage of the Bipartisan Infrastructure Law (BIL), the RI Drinking Water State Revolving Fund (DWSRF) will be receiving approximately $292 million of additional funding for projects, including $179 million for addressing emerging contaminants over the next 5 years, including PFAS. In addition to funding research and development, the Kent County Water Authority has entered into a class action lawsuit to recoup some of the money spent to mitigate the effects of PFAS on the distribution system. Below is an excerpt from our most recent press release regarding the PFAS lawsuit.

The costs to remove these toxic 'forever chemicals' has created a financial burden for the Kent County Water Authority and initiation of this litigation and the terms of the proposed settlement will allow KCWA to hold the PFAS manufacturers financially accountable for the costs, expenses, and impacts caused by this contamination. The KCWA has and continues to spend countless efforts and resources testing and working to remediate PFAS from the drinking water to remain in compliance with State and Federal water quality guidelines.

The Executive Director of the Kent County Water Authority, David L. Simmons, PE, said "This lawsuit represents the collective interests of all residents within the Kent County Water Authority's service area and aims to safeguard the preservation of clean drinking water. Joining this litigation demonstrates our continuing efforts to prioritize the protection of our water supply and will help guarantee a sustained supply of clean water for future generations." The Director added, "The litigation will help to ensure that the cost of removing PFAS contaminants are borne by the manufacturers and sellers of these products, not the ratepayers."

Source: https://www.businesswire.com/news/home/20230803434638/en/Kent-County-Water-Authority-Joins-PFAS-%E2%80%98Forever-Chemicals%E2%80%99-Lawsuit-Against-Manufacturers-3M-DuPont-and-Others-For-PFAS-Drinking-Water-Contamination

In 2019, an Architectural and Engineering firm was engaged to conduct an updated facilities analysis and evaluation study of the Kent County Water Authority's existing office and maintenance facilities located at 1072 Main Street, West Warwick, RI. The facilities analysis and evaluation study concluded that it is not viable for the Kent County Water Authority to remain at the existing facility. Multiple potential properties were identified for the construction of a new facility and a property was purchased in September of 2021. The Kent County Water Authority secured funding from the RI Infrastructure Bank and engaged Architectural and Engineering consultants for final design services. The final design and bid documents for construction were completed and the project was advertised for bid in September of 2022. The work of this project includes the construction of a new 16,000 square foot administration building and attached 30,000 square foot prefabricated metal garage. The construction project was awarded in January of 2023 and construction commenced immediately thereafter. Construction is anticipated to be completed in May of 2024.

Protecting Your Watershed Protects You and Your Family

Clean, safe potable water starts at the source. Contaminants are mainly introduced to the watershed in what has been termed as point and non-point source contaminates. Point source pollution is that which can be traced to a specific source such as a factory, farm, leaking fuel tank or industrial site. Non-point source contaminants are more difficult to manage because they represent small, but cumulative contributions from each of us such as paint thinner, antifreeze and pesticides. It doesn't take long for our shelves to become cluttered with half-empty containers of chemicals. Chemicals, pharmaceuticals or pollutants inadvertently put down a sink or street drain, or over application of fertilizer or pesticides sprayed around a foundation increase the occurrence of watershed contamination because they leach and travel with rain water to the aquifers that supply your drinking water.

Responsibility in establishing future land use protection strategies, zoning and growth projections for municipalities falls squarely on each city and town through legislative empowerment in Rhode Island General Law 45-22.2-3. We cannot over emphasize that the decisions made by your municipal leaders ultimately affect the quality and overall cost of your drinking water. Public participation is key in the protection of these sensitive drinking water sources. Your input is a critical component to the city and town land use decision making process regarding these sensitive drinking water aquifers and critical recharge areas within your communities.

We have made these areas more visible by installing wellhead protection signs within existing wellhead protection areas as an indicator of the proximity of your drinking water sources located in the towns of Coventry, East Greenwich and West Greenwich. We hope these signs have helped to increase public awareness and appreciation of the vital groundwater resources in these areas. We have also contacted these municipalities to request that these vital drinking water sources are kept protected as part of the zoning and planning processes. We urge you to contact your city or town council member and zoning official to see what else can be done to protect these resources. Public participation in the zoning decision making process is instrumental to protecting your

(continued on page 18)

Kent County Water Authority Water Quality Data

The tables list all of the drinking water constituents detected during the calendar year of this report. The presence of those constituents found in the water at the time of testing does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in these tables are from testing done in the calendar year of the report. In some cases the EPA and the state may require us to monitor for certain constituents less than once per year because the concentrations of these constituents do not change frequently.

Kent County Water Authority routinely monitors for constituents in your drinking water in compliance with federal and state laws. This table shows the detection results from the numerous monitoring tests conducted for the period January 1, 2023 to December 31, 2023. The tables of "Testing Results" identify those constituents that were *"detected"* in both the Kent County Water Authority and Providence Water Supply sources. As authorized by the EPA, the state has implemented reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of our data, though representative, is more than one year old.

REGULATED CONTAMINANT	PERIOD	UNIT	MCL	MCLG	DETECTED	RANGE	MAJOR SOURCES	VIOLATION
Barium (2)	2023	ppm	2	2	0.018	0.004 – 0.018	Erosion of natural deposits.	NO
Chlorine (as Cl2), Free Residual	2023	ppm	MRDL=4	MRDLG=4	0.56	0.51 – 0.62	Water additive used to control microbes.	NO
Fluoride (2)	2023	ppm	4	4	0.46	0.26 – 0.46	Erosion of natural deposits. Water additive which promotes strong teeth.	NO
Gross Alpha/Photon Emitters (2)	2022	pCi/L	15	0	8.25	6.41 – 8.25	Erosion of natural deposits	NO
Gross Beta Photon Emitters (2) (7)	2022	pCi/L	50	0	3.6	1.48 – 3.60	Erosion of natural and man-made deposits.	NO
Haloacetic Acids (HAA5) (5)	2023	ppb	60	0	21	11.2 – 22.4	By-product of drinking water chlorination.	NO
Total Organic Carbon (TOC) (1) (3) (removal ratio)	2023	N/A	TT	N/A	1.72	1.65 – 1.93	Naturally present in the environment.	NO
Total Trihalomethanes (TTHM) (5)	2023	ppb	80	0	70.0	30.5 – 77.5	Byproduct of drinking water chlorination.	NO
Turbidity (1) (4)	2023	NTU	TT	N/A	0.55	0.03 – 0.55	Soil runoff.	NO
Nitrate (6)	2023	ppm	10	10	4.24	0.05 – 4.24	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.	NO
RI REGULATED SUBSTANCES CONTAMINANT	**PERIOD**	**UNIT**	**MCL**	**MCLG**	**DETECTED**	**RANGE**	**MAJOR SOURCES**	**VIOLATION**
Total RI Regulated PFAS (8) (Sum of 6 contaminants)	2023	ppt	20	N/A	19.5	8.5 – 19.5	Waterproofing; textile manufacturing; used in fire fighting foams.	NO
LEAD AND COPPER RULE	**PERIOD**	**UNIT**	**AL**	**ACTION LEVEL**	**90TH PERCENTILE DETECTED**	**RANGE**	**MAJOR SOURCES**	**EXCEEDANCE**
Copper	2023	ppm	1.3	1.3	0.015	N/A	Corrosion of household plumbing systems. Erosion of natural deposits. 0 sites out of 30 were above 1.3 ppm.	NO
Lead	2023	ppb	15	0	2.2	N/A	Corrosion of household plumbing systems. Erosion of natural deposits. 1 site out of 30 was above 15 ppb.	NO

Kent County Water Authority Table Footnotes:

(1) Detection level influenced by Providence Water supply.
(2) Reflects sampling at groundwater sources before blending with purchased water from Providence Water.
(3) In order to comply with the EPA standard, the removal ratio must be greater than 1. Detected level is the lowest removal ratio per quarter. Range is the lowest and highest removal ratios per month.
(4) 0.55 NTU was the highest single turbidity measurement recorded. The lowest monthly percentage of samples meeting the turbidity limit was 99.99%. The average turbidity value for 2023 was < 0.1 NTU.
(5) Compliance is based upon the highest quarterly local running annual average (LRAA) and range is based upon lowest and highest individual measurement.
(6) Nitrate was detected in five samples of source water.
(7) The MCL for beta particles is 4 mrem/year. EPA considers 50 pCi/L to be the level of concern for beta particles.
(8) Detected Level is the sum of six individual contaminants. Perfluorooctanoic acid (PFOA), Perfluorooctane sulfonic acid (PFOS), Perfluorohexane sulfonic acid (PFHxS), Perfluoroheptanoic acid (PFHpA), and Perfluorodecanoic acid (PFDA).

Table Unit Descriptions:

AL	Action Level
MCL	Maximum Contaminant Level
MCLG	Maximum Contaminant Level Goal
pCi/L	picocuries per liter (a measure of radioactivity)
ppb	Parts Per Billion, or micrograms per liter
TT	Treatment Technique
NTU	Nephelometric Turbidity Units
ppm	Part Per Million
N/A	Not Applicable
ND	None Detected
HA	Health Advisory
MRDL	Maximum Residual Disinfection Level
MRDLG	Maximum Residual Disinfection Level Goal
ng/l	Nanograms per liter

Definitions:

MCLG: Maximum Contaminant Level Goal; The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MCL: Maximum Contaminant Level; The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

TT: Treatment Technique; A required process intended to reduce the level of a contaminant in drinking water.

AL: Action Level; The concentration of a contaminant, which if exceeded, triggers a treatment of other requirements that a water system must follow.

MRDL: Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.

MRDLG: Maximum Disinfectant Level Goal; The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Contaminates Detected That Are Not Regulated:

The USEPA mandated sampling methods performed under the National Primary Drinking Water regulatory requirements provide results that include detection of both regulated and additional monitoring data that includes unregulated contaminates, also known as the UCMR program. Regulatory requirements prohibit including nonregulated contaminates in the main table of regulated contaminates. Questions concerning these contaminates can be best addressed by calling the Safe Drinking Water Hotline at 1-800-426-4791 or RIDOH office of Drinking Water Quality at 401-222-6867 or 401-222-7762. The following contaminates were detected during the UCMR4 2023 sample period and may come from a variety of sources such as minerals, agriculture, urban storm water runoff, commercial processes, water treatment and residential uses:

UNREGULATED SUBSTANCES	PERIOD	UNIT	AVERAGE	RANGE	MAJOR SOURCES
Sodium	2023	ppm	47.1	N/A	Runoff from road de-icing operations
Chloroform	2023	ppb	0.88	0.75 – 1.0	Naturally present in the environment
Nickel	2023	ppm	0.008	N/A	Natural deposits and manufacturing
Perfluorobutanoic acid (PFBA)	2023	ppt	4.93	1.12 – 10.2	Waterproofing; textile manufacturing; used in fire fighting foams
Perfluoropentanoic acid (PFPeA)	2023	ppt	8.20	4.82 – 11.2	Waterproofing; textile manufacturing; used in fire fighting foams
Perfluorobutanesulfonic acid (PFBS)	2023	ppt	2.71	1.75 – 4.22	Waterproofing; textile manufacturing; used in fire fighting foam
Perfluorohexanoic acid (PFHxA)	2023	ppt	7.14	4.1 – 10.1	Waterproofing; textile manufacturing; used in fire fighting foam
Perfluoropentanesulfonic acid (PFPeS)	2023	ppt	1.04	N/A	Waterproofing; textile manufacturing; used in fire fighting foam

Providence Water Quality Data

The full Providence Water Consumer Confidence Report sampling results are being provided within the Kent County Water Authority report at the request of the RIDOH Office of Drinking Water Quality. The sampling results shown in this table for lead, copper, haloacetic acids, total coliform bacteria and total trihalomethanes reflect sampling taken within the Providence Water distribution system. Some of the sample results in the table below represent results of the testing performed by the Providence Water Supply Board that has been identified as applicable to the reporting requirements for our Cranston area customers. Results shown on the Kent County Water Authority Quality Data table for lead, copper, haloacetic acids, total coliform bacteria and total trihalomethanes reflect sampling taken within the Kent County Water Authority distribution system and are applicable to all of our customers. Questions regarding Providence Water data should be directed to the RIDOH Office of Drinking Water Quality at 401-222-6867.

REGULATED CONTAMINANT	PERIOD	UNIT	MCL	MCLG	DETECTED	RANGE	MAJOR SOURCES	VIOLATION
Barium	2023	ppm	2	2	0.008	N/A	Erosion of natural deposits.	NO
Chlorine (as Cl2), Free Residual	2023	ppm	MRDL=4.0	MRDLG=4.0	0.52	<0.01 – 1.27	Water additive to control microbes.	NO
Fluoride	2023	ppm	4	4	0.78	0.60 – 0.78	Erosion of natural deposits. Water additive, which promotes strong teeth.	NO
Haloacetic Acids (HAA5) (1)	2023	ppb	60	0	20.5	11.8 – 22.2	By-product of drinking water chlorination.	NO
Total Trihalomethanes (TTHM) (1)	2023	ppb	80	0	68.0	34.2 – 70.1	By-product of drinking water chlorination.	NO
Total Organic Carbon (TOC) (2) (removal ratio)	2023	N/A	TT	N/A	1.72	1.65 – 1.93	Naturally present in the environment.	NO
Total Coliform Bacteria (3)	2023	% Positive Samples Per Month	Presence of Coliform Bacteria in >5% of Monthly Samples	0%	0.61	N/A	Naturally present in the environment.	NO
Turbidity (4)	2023	NTU	TT	N/A	0.55	0.03 – 0.55	Soil runoff.	NO
LEAD AND COPPER RULE	**PERIOD**	**UNIT**	**AL**	**ACTION LEVEL**	**90TH PERCENTILE DETECTED**	**RANGE**	**MAJOR SOURCES**	**EXCEEDANCE**
Copper	2023	ppm	1.3	1.3	0.02	N/A	Corrosion of household plumbing systems. Erosion of natural deposits. 0 sites out of 305 were above 1.3 ppm.	NO
Lead	2023	ppb	15	0	3	N/A	Corrosion of household plumbing systems. Erosion of natural deposits. 2 sites out of 305 were above 15 ppb.	NO

N/A = Not Applicable **N/D** = Not Detected **TT** = Treatment Technique

Water Quality Table Footnotes:

(1) Compliance is based upon the highest quarterly LRAA and range is based upon lowest and highest individual measurement.

(2) In order to comply with the EPA standard, the removal ratio must be greater than 1. Detected level is the lowest removal ratio per quarter. Range is the lowest and highest removal ratios per month.

(3) This value refers to the highest monthly percentage of positive samples detected during the year. For 2023, Providence Water collected 2,012 samples for Total Coliform Rule compliance monitoring. One of these samples were positive for total coliform bacteria. None were positive for E. Coil.

(4) 0.55 NTU was the highest single turbidity measurement recorded. The lowest monthly percentage of samples meeting the turbidity limit was 99.99%. The average turbidity value for 2023 was <0.1 NTU.

Providence Water Fourth Unregulated Contaminate Monitoring Rule Results (UCMR4). Unregulated contaminates are those that don't yet have a primary drinking water standard set by the US EPA. The purpose of monitoring for these contaminates is to help the US EPA develop regulatory decisions for these contaminates.

UNREGULATED SUBSTANCES			AVERAGE	RANGE	MAJOR SOURCES
Sodium	2023	ppm	15.0	N/A	Runoff from road de-icing operations.

Lawn Care and Landscaping Tips

Water usage during the summer months increases significantly. This is primarily related to outdoor water use, the majority of which can be directly attributed to lawn watering. You can effectively reduce your summer water use in the following ways:

- **Plant less lawn** - Reduce traditional grass lawns where possible. Grass requires more water than other types of ground covers. Replace lawn with drought tolerant shrubs, perennials and ground cover.
- **When to Plant Lawn** - The best time to plant grass is in the early spring or the early fall. The temperatures promote growth and the watering requirements are significantly less.
- **Grass Selection** - Select a native, drought-resistant, or low-water-use turf grass such as fescue grasses. Many varieties are available for your use that includes blends of drought tolerant varieties.
- **Plant Trees** - Trees help maintain moisture for nearby plants.
- **Odd/Even Policy** - KCWA's year-round odd/even watering policy is in place to help promote conservation and even out the peak demands placed on the available water supplies. This policy does not mean that you are obligated to water your lawn every other day. Watering every other day when soil conditions do not require it can encourage shallow roots, disease and can weaken plants.
- **Water grass only when needed** - Your lawn needs only one inch of water a week to remain actively growing and healthy. Use a rain gauge to measure weekly rainfall and apply only the amount of extra water needed. Depending on the weather and type of grass, your lawn may go naturally dormant turning brown or hay like in color no matter how much you water. A good rule of thumb is to water approximately once every four to five days and use the rain gauge.
- **Best time to water** - Early morning is best. Less water is lost to evaporation and you will also reduce fungus problems with your lawn.
- **Maintain your lawn properly** - Maintain your lawn at three to four inches in length during the summer heat. During a serious, prolonged drought consider allowing lawns to go naturally dormant, because watering can actually stress the grass more by forcing it to grow under such adverse conditions.
- **Limit Fertilizer Use** - Fertilizer increases the plant's thirst for water. Avoid use of fertilizers in the summer.
- **Natural Runoff** - Install cisterns or rain barrels to collect water from downspouts which can later be used for watering plants and flowers or depress your lawn 1" or 2" to capture and hold runoff from your downspouts.
- **Soil Preparation** - Preparing your soil properly is perhaps the most important aspect of a water conservative landscape. Deep cultivation with lots of organic matter such as compost, leaf mold and peat moss will enrich the soil naturally and hold large quantities of water for proper growth of the root system and plants.
- **Using Mulch** - Use of mulch around plantings helps to reduce evaporation and maintain moisture, limit heat stress and discourage weed growth.

For more information visit the URI Home*A*Syst website, www.healthylandscapes.org or call (401) 874-5398.

In-ground Automatic Sprinklers are perhaps the largest contributing factor to seasonal water waste. If used correctly, in-ground sprinklers can be somewhat water efficient. Unfortunately, many systems are not set up properly, or do not contain necessary moisture/rain sensors to prohibit operation when it is not necessary. In some cases homeowners may not know how to reset the system for maximum efficiency. This results in considerable wasted water. The following general guidelines can help make your sprinkler system more efficient:

- A licensed irrigation professional should inspect and adjust your system each year.
- The point of connection is the supply line for the irrigation system. All connections, fittings and valves should be inspected for leaks and proper operation including the correct operating pressure. Excessive pressure can result in water waste and damaged parts.
- Sprinkler valves open and close to allow for operation of each zone. This is programmed into the controller and should be inspected regularly. Malfunction of these valves can also result in wasted water.
- Sprinkler heads should be checked for proper spacing and alignment, application rates and operating pressure. Move or cap sprinkler heads to avoid watering paved or non-vegetated areas.
- Look for suspicious spots in your landscape that are much greener or consistently wet and muddy. This may be due to an underground leak or other malfunction.
- Learn how to program the system and manage it in manual mode.
- Water once or twice per week. Frequent light watering events encourage disease and shallow roots.
- Water early in the morning to reduce evaporation.
- Do not over water. Use a rain gauge and strive for one inch of water per week (rainfall + irrigation = one inch/week).
- Sprinklers are best suited for grass. Drip irrigation is preferable for plants and shrubs.

Upgrade your system with conservation technology to meet current KCWA Rules and Regulations:

- Install a rain shut-off device to prevent watering when it rains.
- Install a soil moisture sensor that schedules irrigation based on soil moisture conditions.
- Consider installing a "smart" controller that schedules irrigation based on weather conditions. For more information visit the Irrigation Association website, www.irrigation.org.
- Other conservation tips can be found at: https://kentcountywater.org/learning-center-conservation.aspx

The grass may be greener on the other side of the fence, but the water bill is probably higher too.

Continued from pg. 9

drinking water resources. We think of our customers who live within these areas as the guardians of these essential resources. Your help to preserve these critical drinking water sources will be eternally appreciated by your future family and friends who must perpetually rely on them. Please contact us or the RI Department of Environmental Management at 401-222-3070 if you suspect a potential contamination concern exists.

The Pawtuxet, Mishnock and Hunt River aquifers including adjacent lands comprise the watersheds from which groundwater supply is drawn. There has been growing concern that groundwater withdrawal exceeds the recharge from some of these groundwater supplies. It should be noted that ninety to ninety-eight percent of household water use ends up down the drain. The water that goes down the drain ends up in either a septic system or in a public sewer system. Septic systems, or Onsite Wastewater Treatment Systems (OWTS), return water to the underground reservoirs. By contrast, public sewers provide conduits for the conveyance of wastewater to local sewage treatment facilities. The ferrying of water out of any recharge basin via sewers exacerbates groundwater depletion by redirecting critical replenishment supplies out of the basin. Also, these treatment facilities are required to produce an effluent discharge that, in many instances, exceeds drinking water quality standards to protect the highly sensitive flora and fauna in receiving rivers, estuaries, bays and eventually the Atlantic Ocean.

Statewide Water Use and Efficiency Rules

As a reminder the Rhode Island Water Resources Board voted some time ago to approve new water use rules based on language in the authorizing legislation. The regulations, http://www.wrb.ri.gov/policy_rules_wuea.html, require a reduction in customer use, capping it at 65 gallons per person per day. This limit includes all inside and outside water uses such as lawn and garden watering, car washing, pool filling, clothes washing, cleaning, drinking, cooking and any other water use. Some of the intervention highlights include but are not limited to:

- The retrofit installation of conservation plumbing fixtures and "WaterSense" appliances.
- Limits on the size of landscapes that require irrigation, amount of water that can be used and times for operation of irrigation systems.
- Seasonal and inclining block rate structures that increase the cost of use as consumption increases.
- Establishment of new plantings restricted to spring and fall only.
- Public education and water audits.

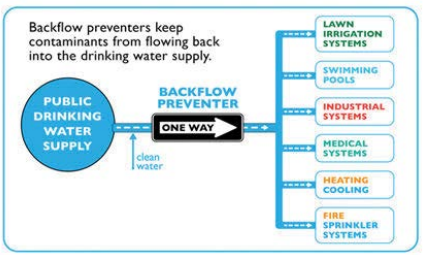
Many of these initiatives appear to fall under the purview and enforcement authority of city and town building and zoning officials, but so far only the water suppliers will be held accountable if targets are not met. Rate structures will have to change to comply with the adopted regulations. Increased water prices and outside water use moratoriums can be expected if customer use exceeds the 65 gallons per person per day cap. Lifestyle changes are necessary to comply with these mandates. Please take the opportunity to research better ways to curtail and take better control of your everyday water use. Looking for and repairing leaks, reducing the time in the shower and doing full loads in your clothes and dishwasher are all great ways to implement conservation wise strategies in your home.

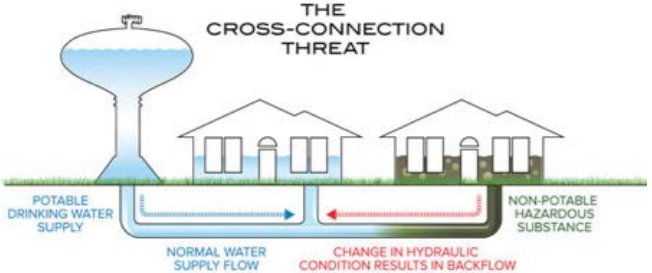
Demand Management & Conservation

- The Water Use & Efficiency Act requires water suppliers to manage demand to assure the long-term viability of water resources and water supply, to provide for strategic, prudent, reasonable and necessary use of water supplies, and to control and/or curtail water use during periods of diminished water supply availability including droughts.
- Outdoor water use during the summer months contributes to the increase in the average daily demand on most, if not all, water systems throughout the State.
- The Kent County Water Authority has a continuous outdoor water use restriction program in conjunction with the Kent County Water Authority drought policy.

Cross Connection Control

We are continuing to reach out to our commercial and large residential customers regarding annual testing of backflow devices as required by RIGL 46-13-22 Cross Connection Control and the RI Department of Health containment backflow device regulations. The regulatory backflow requirements focus on the protection of the public water system through **"containment"** approach. Containment requires the installation of an appropriate backflow prevention device directly following the meter or service isolation valve in the immediate vicinity where the water service enters the building or meter enclosure. Rhode Island plumbing code also requires the installation of thermal expansion appurtenances in conjunction with the backflow device installation. Annual testing of containment backflow prevention devices is also required. Our commercial and large residential customers have been receiving written notification to provide test report forms from certified testers for these devices. Overall customer response to annual testing of the required containment backflow device has been good as customers acquiesce to the law. As a reminder, customers do not need to receive notification to take action towards installation and testing of a containment backflow device. It is advisable though to contact our office prior to accomplishing the installation of a backflow device to assure the full containment backflow requirements will be met. Everyone's cooperation in this program is essential to assure compliance requirements are completed to meet the merit of the law and the protection of the public water system from the potential of contamination. If a new backflow device has been installed at your property, please contact us at 401-821-9300 to set up an appointment to have one of our field representatives perform a verification inspection.





Lead Service Line Inventory

Recent updates to State of Rhode Island and Federal Regulations that are intended to reduce lead in drinking water require public water systems to develop a Lead Service Line Inventory that must be submitted to the RI Department of Health by October 16, 2024. The Lead Service Line Inventory must include all service lines within the distribution system and will verify the type of pipe material on the public and private sides of all service lines to confirm whether lead is present.

The Kent County Water Authority is currently in the process of completing the Lead Service Line Inventory for both the public and private sides of distribution service lines. After completion of the Lead Service Line Inventory, the Kent County Water Authority will provide the completed inventory and public mapping on our website in conformance with the EPA Lead and Copper Rule Improvements and RIDOH/RIGL Lead Poisoning Prevention Act. Yearly updates to the Lead Service Line Inventory will be provided to the RI Department of Health as required by State and Federal Regulations. Field verification of all inventoried lead and unknown service line materials on both the public and private sides will also be conducted until all service line materials have been accurately identified. A Lead Service Line Replacement Plan will be developed from the Lead Service Line Inventory and will be updated to reflect any changes made to the inventory through field verification activities and any lead service line replacement work performed.

It is the Kent County Water Authority's goal to provide a safe and reliable supply of drinking water to its customers. To help achieve this goal, the Kent County Water Authority is committed to replacing all lead service lines identified in the distribution system within 10 years in accordance with State and Federal Regulations. Utilizing the Lead Service Line Inventory, the Kent County Water Authority will develop a comprehensive Lead Service Line Replacement Plan to identify all properties that are supplied with a lead service that must be replaced.

With the passage of the Bipartisan Infrastructure Law, the Drinking Water State Revolving Fund will be receiving approximately $292 million of additional funding for projects, including $179 million for lead service line replacements. The Kent County Water Authority is working to put together a project to obtain grant funding to remove any lead service lines in the system.

Renewable Energy

The Kent County Water Authority is working towards being powered by 100% renewable energy sources in the next 2 years from our own solar facility on the new operations and maintenance facility in combination with a remote net metering agreement. In March of 2023, the Kent County Water Authority solicited a request for proposals from qualified firms to provide competitive market-based virtual net metering credits from qualified renewable energy sources. Both new projects and active renewable systems with available credits were eligible for consideration. Taking into consideration the evaluation factors set forth in the request for proposals, Green Development, LLC was the most responsible offeror, whose proposal was the most advantageous and provided the greatest long-term fiscal savings and value to the Kent County Water Authority.

Systemwide Large Meter Change Out Program

Public Utilities Commission Docket 5012 expanded the residential meter change out program to include large meters sized 3 inches and above. The goal of the large meter change out program is to apply a uniform metering technology throughout the system to deliver improved service and billing that is in line with current utility standards. The Kent County Water Authority will also be providing certified testing for every large meter checked, updated or installed under the program to ensure baseline accuracy.

Kent County Water Authority installed new remote reading registers and endpoints on most large meters. This was a very important program to replace these meter elements that are no longer supported by the manufacturer for repair components and the inability to continue reading the existing meters with our new reading systems. With the exception of a few very old meters in the system, most large meter installations required a swap of the register that keeps a total of the water that has passed through the meter and bypass meters. This work was completed at no cost to the customer. All large meters installed after January 2015 already had the latest generation technology so Kent County Water Authority performed the certified accuracy testing required for large meters every 2 years by the Division of Public Utilities and Carriers regulatory guidance at no cost to the customer under funding for this program. All large meters were outfitted with the same latest generation automatic meter reading (AMR) technology as what was being installed on all residential meters sized 2 inches or less. We have also outfitted every large meter with additional updated microchips installed in the register heads that have the ability to broadcast a Long-Range Wide Area Network (LoRaWAN) signal. When activated, the Kent County Water Authority and the customers will have the ability to monitor these accounts in real time.

The large meter change out program was completed in the Spring of 2024. We greatly appreciate your support and cooperation in the successful completion of this program.

Nonpayment Shutoff

There has been an increase in delinquent accounts during the past four years. We attribute this to the impacts of the economy and inflation on everyone's finances. The charge for shutoff of a delinquent account is $55.00. After payment of the delinquent amount, the turn on charge is $45.00. This results in an additional $100.00 added to the delinquent amount before water service can be restored to your property. It is very important that you contact us as soon as you think you may not be able to make payment within the normal 30-day grace period. At that time, we can discuss options for payment and perhaps offer a payment plan to get you through a tough period and avoid the shutoff and turn on charges. If you stay within your payment structure it will save you from the additional $100.00 charges associated with the shutoff and turn on policy.

The additional costs associated with shutoff for nonpayment of your monthly bill is a very important consideration. These costs have been reviewed and approved by the Public Utilities Commission. These charges are in addition to the overdue amount and any accumulated interest. They apply at the time service has been shut off. Waiting until the water has been shutoff for nonpayment will cost you more than making a timely payment. We would like to help and payment plans are a great option to get you through a tough period.

Account Contact Information

Keeping your account contact information up to date is an important factor in our ability to communicate with you should a problem arise. Our customer service representatives will be asking for updated phone contact and billing information as part of any interaction with our customers. Feel free to contact our customer service staff at 401-821-9300 to verify your account information anytime your contact information changes. Our customer service representatives will assist you. Thanks for your cooperation.

Tips That Help You Save

Toilet leaks: Does your toilet cycle when no one is in the bathroom? Do you have to jiggle the handle to stop the toilet from running? These are all symptoms of worn or maladjusted components resulting in leaks inside of your toilet. We recommend testing your toilets for leaks at least once a year. The process is very simple and can save you from receiving an unexpected large water bill. Add food coloring or other non-staining dye tablets to your toilet tank. Customers can obtain free dye tablets at our office. Let the toilet stand for twenty minutes. If the water in the bowl changes color, it indicates that toilet tank water is leaking into the bowl and down the drain. Directions are provided for detecting a leaky toilet at https://kentcountywater.org/water-meter-reading.aspx#leak-test.

Frozen pipes: Each year during the winter months we respond to increased calls from our customers reporting no water. The findings are almost always associated with frozen pipes and meters during this time of the year. Most often drafts, improperly insulated pipes, failed heaters or failed heat tape devices are found to be the cause. To prevent damage from occurring, the best time to inspect and correct these situations is before the cold weather sets in. Preventive measures are very often less costly than repairs associated with flooding and burst plumbing resultant from frozen pipes.

Monitoring Your Meter: It is imperative that each customer monitor their meter on a regular basis to identify if leaks or an abnormally high increase in water usage due to seasonal consumption is occurring. When customers were billed quarterly and an abnormally high bill was received, it was often difficult to pinpoint the probable cause when it potentially occurred two to three months prior. The shift to monthly billing has alleviated many of these issues by arming the customers with usage data on their bills monthly. Problems or usage changes can be remedied or modified in as close to "real time" as possible now that the Kent County Water Authority currently bills its customers monthly.

Each meter register is equipped with a leak detection feature and customers should check it regularly. On analog registers it's a red indicator dial or sweep hand. On digital registers it's a blinking faucet that must be activated by waving a flashlight over the register (https://kentcountywater.org/water-meter-reading.aspx#leak-test). The process is simple. Make sure no one is using any plumbing fixture or appliance in the home. During this period observe the register indicator. If the sweep hand or dial is rotating or, the faucet is flashing in the case of a digital register, this indicates a leak. You can further investigate the source of the leak by isolating or shutting the water valve off to each toilet and appliance one at a time. Check the leak detector each time after isolating each plumbing fixture. If the detector stops, you have found the source and a plumber should be able to

assist you with the repair. If you have a question about this leak detection process, feel free to call one of our customer service representatives and they will be happy to assist you in this concern.

If you would like to test the accuracy of your meter, instructions found online at https://kentcountywater.org/meter-accuracy-test.aspx will guide you on how to check your meter for accuracy using a 5 gallon bucket.

Source Water Assessment

The latest source water assessment and wellhead protection plan for the Kent County Water Authority supply was completed in 2012. This plan includes the Mishnock well field, Spring Lake Well and East Greenwich Well. The susceptibility to contamination for all three wells was determined to be "MODERATE" according to the guidelines used by the Department of Health during the assessment. This ranking is considered to be an average ranking for the water supply. Future risk may be expected to increase with continued development. Copies of this Assessment can be obtained from the RI Department of Health at 401-222-6867.

Hydrant Flushing Program

Twice each year we flush our water mains. We often receive calls from customers asking why we are wasting water. The answer is, it's a common waterworks maintenance practice to remove precipitated minerals and other accumulated sediment to help improve and maintain the quality of your drinking water and flow capacity to hydrants and the system as a whole. This program provides valuable system operating information relative to transmission pump operation, hydrant operation and other operational factors critical to assessing the reliability of a multitude of equipment components comprising the water system. So the next time you see our water system operators performing this function know that we are doing this in the best interest of our customers.

Health Effects Information

Nitrate in drinking water at levels above the MCL of 10 ppm is a health risk for infants of less than six months of age. Infants below the age of six months who drink water containing nitrate in excess of the MCL of 10 ppm could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your healthcare provider.

Nitrite in drinking water at levels above the MCL of 1 ppm is a health risk for infants of less than six months of age. Infants below the age of six months who drink water containing nitrite in excess of the MCL of 1 ppm could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome. Nitrite levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your healthcare provider.

E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or

other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.

MCL's are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day, at the MCL, for a lifetime to have a one-in-one-million chance of having the described health effects.

Additional Health Effects Information

The sources of drinking water (both tap and bottled water) include rivers, lakes, ponds, reservoirs, springs, and wells. As water travels over the land or through the ground, it dissolves naturally occurring minerals, radioactive material and can pick up substances or contaminants resulting from the presence of human or animal activities.

All sources of drinking water are subject to potential contamination from substances that are naturally occurring or manmade such as: microbes, inorganic and organic chemicals, and naturally occurring radioactive substances. All drinking water, including bottled drinking water, may reasonably be expected to contain at least small amounts of some constituents. It's important to remember that the presence of these constituents does not necessarily pose a health risk. More information on contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline 800-426-4791 or visit the EPA web site www.epa.gov/safewater.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer who are undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice from their healthcare providers about drinking water. EPA and CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791).

Lead Informational Statement

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Kent County Water Authority is responsible for providing high quality drinking water, but cannot control the variety of materials that may have been used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Frequently Asked Questions

How long does it take for a credit card transaction to process if I pay online?
Credit card transactions typically take 2-3 business days to settle. An authorization is issued immediately, however, it takes 2-3 business days for the money to be moved.

How should I enter my credit card information?
The information you enter on the customer portal payment screen must be exactly the same as it appears on your credit card. This information collected will be used to authorize your payment.

Why am I being charged a late fee?
Late fees/penalties will be assessed on or before the due date of your bill. If you feel that this fee has been assessed in error or you would like more information about late fees/penalty charges, please contact Kent County Water Authority's office.

Will I be able to print a copy of my bill?
Yes, each invoice is presented in PDF format. You can view or print your bill through the customer portal. Electronic storage is recommended because it saves paper and has a beneficial impact on our environment.

How can I pay my bill?
Your bill can be paid in any of the following ways:

- Telephone (IVR payment phone number 1-855-538-2314)
- Web based online payment – login to online bill pay via Kent County Water Authority website
- Paper check/money orders (either mailed or in person delivery)
- Credit/Debit card (either online payment portal, telephone or paid in person)

Can I tell if my payment has been posted?
Yes, simply login to your account via the customer portal. Your account balance will decrease once payment is posted.

When is a mailed payment considered received?
A payment mailed via United States Postal Service is considered received when it is physically received in the office. A payment that is post marked but received after the due date of the bill is considered late.

How long does it take for an ACH transaction to process if I pay online?
ACH transactions typically take 2-3 business days to process.

How long will my payment history be maintained?
Payment information will be retained indefinitely.

How will I know that my payment has been accepted?
After you submit your payment successfully, you will see a payment confirmation screen. It will contain your payment confirmation message. You will also receive a confirmation email which includes payment amount, reference number, transaction number and payment method.

If I don't have an email address, can I still process an electronic payment?
No, to complete the online payment process, you will need an email address so that the system can deliver your payment confirmation.

Will I be charged processing fees for making an ACH, credit card or debit card payment?
No, you will not. Kent County Water Authority will absorb all processing fees associated with ACH, credit card and debit card payments.

May a customer link multiple properties to the same email address?
Yes, a customer may link multiple properties to the same email address. If you need assistance, please call the office at 401-821-9300.

Kent County Water Authority
35 Technology Way
West Greenwich, RI 02817