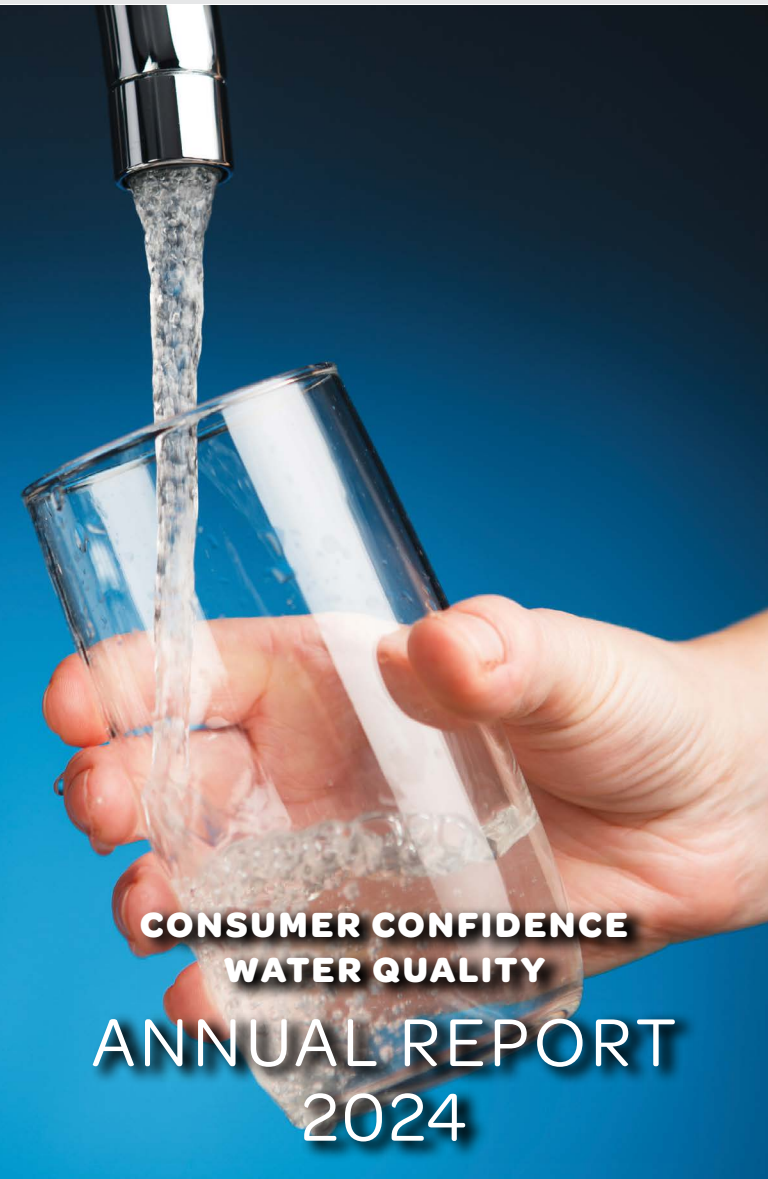
KCWA

Kent County Water Authority



CONSUMER CONFIDENCE WATER QUALITY

ANNUAL REPORT 2024

KCWA Consumer Confidence Water Quality 2024 Annual Report

This year's report covers all testing completed from January 1, 2024, through December 31, 2024, 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.

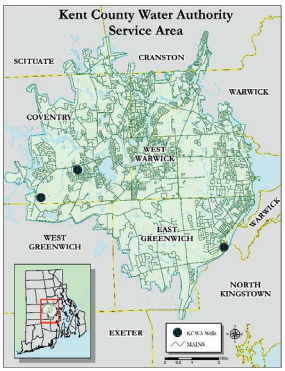
We remain committed to producing drinking water that meets all state and federal drinking water standards. This report includes information related to the origin of your water, what it contains, and how it compares to the quality standards set by the EPA. Be assured, the Kent County Water Authority's 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 145 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)	8,556
WEST GREENWICH (02817)	390
EAST GREENWICH (02818)	4,062
HOPE/SCITUATE (02831, 02823)	446
NORTH KINGSTOWN (02852)	8
WARWICK (02886)	4,485
WEST WARWICK 02893)	8,413
CRANSTON (02920, 02921)	915
TOTALS	27,275

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 15,000 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

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 can send notifications to customers reminding them of their bill due dates, which have proven useful in preventing non-payment shutoff. Customer service representatives can notify customers of a pending 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.

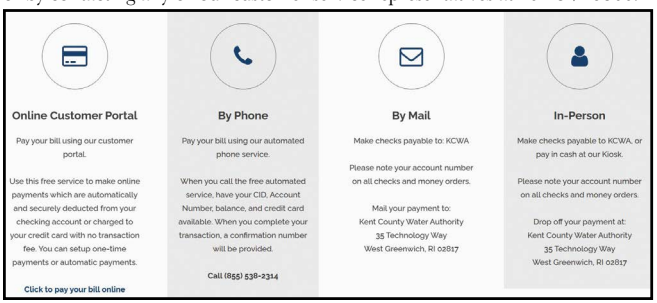
MAIL: The mailing address for your water bill payments is: Kent County Water Authority, P.O. Box 9901, Providence, RI 02940. Make checks payable to KCWA and please note your account number on all checks and money orders. Payments sent or delivered to any other address will result in delays in posting 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. Payments made in person at the customer service desk must be in the form of cash, 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 cash, 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

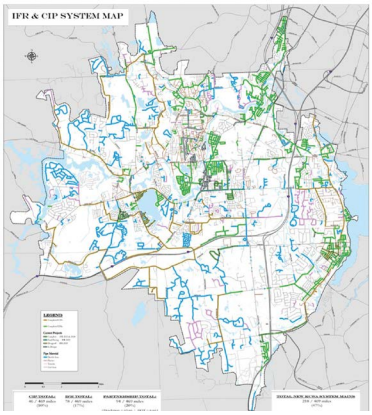
In our continuing effort to keep our customers better informed we implemented the use of the SmartNotice system. SmartNotice allows KCWA officials to deliver a prerecorded, tailored message, to either an entire community or a select portion of a community, advising residents about emergency and/or important 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 approximately 469 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 in the design phase. 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.

DID YOU KNOW

APPROXIMATELY ONE HALF OF EVERY DOLLAR RECEIVED BY KCWA IS USED TO DIRECTLY REPLACE AND UPDATE OUR INFRASTRUCTURE

In the year of this report much of the Kent County Water Authority's infrastructure work completed was in the Towns of West Warwick, Coventry, and the City of Warwick. Some work was completed in the Town of East Greenwich and the Town of Scituate in the form of final pavement. The IFR 2021 project included emergency water main replacement of 1,850 linear feet of 12" ductile iron water main on Bald Hill Road in Warwick, and an emergency water main replacement of 150 linear feet of 16" ductile iron water main and 12" bypass piping on Greenbush Road in West Warwick from flooding and a bridge collapse that occurred in January 2024. IFR 2021 also completed final paving of Hope Furnace Road in Scituate, and Pike Street and East Main Street in West Warwick, as well as a portion of South County Trail in East Greenwich at the intersection of Frenchtown Road. In total, this job was completed over three years and achieved final completion at a total cost of $15,513,131. IFR 2022 Phase One completed full depth asphalt restoration as well as final curb to curb paving from New London Turnpike to Coit Avenue along Main Street and Cowesett Avenue in West Warwick. Phase Two was completed during 2024 including 2400 linear feet of 12" ductile iron water main, and 2400 linear feet of 12" ductile iron water main on Cowesett Avenue in West Warwick from Coit Avenue to Quaker Lane. This project will complete final curb-to-curb paving of Phase Two in the spring of 2025 at a contract price of $8,381,537. IFR 2024 completed replacement of 1700 linear feet of 12" ductile iron pipe on Centerville Road in the City of Warwick. This project was shoehorned into a rapid IFR project due to two large water main breaks that occurred that caused serious disruptions on a major interchange with Route 117 and Route 95. This project was completed in the spring of 2024 at a contract cost of $1,168,537. Additionally, Kent County Water Authority performed an additional infrastructure project under the Town of Coventry paving program to complete the replacement of 1200 linear feet of 8" ductile iron water main, and 250 linear feet of 2" water main on Mapledale Avenue and Alboro Lane in the Town of Coventry with final curb to curb paving being performed by the Town. This project was completed in the Summer of 2024 with a final cost of $149,204.

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 most recent 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.

East Greenwich Well Upgrades

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

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.

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

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 2024. During this testing, PFOA was detected at 6.02 ppt at the East Greenwich Well. Although PFOA was detected below the State requirement of 20 ppt, the 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 drinking water regulations. The updated design, inclusive of PFAS treatment, was completed at the end of 2024 with a new goal of reducing PFAS to as close to zero as possible using the best available treatment 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 December of 2024, the Kent County Water Authority was committed $25 million of financing from the RI Infrastructure Bank (RIIB) through the DWSRF, which includes $5 million in loan principal forgiveness to construct

the new East Greenwich Well Treatment facility. 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."*
>
> businesswire

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

New Office and Maintenance Facility

After almost three decades of thought, discussion, and planning, Kent County Water Authority moved forward with final research, design, and construction of a much-needed new office and maintenance facility. Construction was completed at our new operations and maintenance facility in June of 2024 and the Kent County Water Authority has officially moved from its facilities located at 1072 Main Street, West Warwick to its new location 35 Technology Way, West Greenwich.

The original facility was built at the turn of the century with modifications and new garages in the 1970's. Several additional renovations had been accomplished over the years to support increased operations, and accommodate capital equipment acquisitions, spare parts warehousing and workforce needs. The old facility had no usable area for additional expansion. Furthermore, there was inadequate public parking to properly service customers.

In 2020, 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 was 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 included 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 was completed in June 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 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 401-222-4700 or 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

(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, 2024 to December 31, 2024. 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	2024	ppm	MRDL=4	MRDLG=4	0.60	0.52 – 0.67	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)	2024	ppb	60	0	22	11.7 – 28.3	By-product of drinking water chlorination.	NO
Total Organic Carbon (TOC) (1) (3) (removal ratio)	2024	N/A	TT	N/A	1.88	1.84 – 2.01	Naturally present in the environment.	NO
Total Trihalomethanes (TTHM) (5)	2024	ppb	80	0	69.0	24 – 74.3	Byproduct of drinking water chlorination.	NO
Turbidity (1) (4)	2024	NTU	TT	N/A	0.42	0.03 – 0.42	Soil runoff.	NO
Nitrate (6)	2024	ppm	10	10	2.94	0.04 – 2.94	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)	2024	ppt	20	N/A	15.1	9.36 – 15.1	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	2024	ppm	1.3	1.3	0.02	<0.003 – 0.078	Corrosion of household plumbing systems. Erosion of natural deposits. 0 sites out of 30 were above 1.3 ppm.	NO
Lead	2024	ppb	15	0	1.4	<0.5 – 7.4	Corrosion of household plumbing systems. Erosion of natural deposits. 0 sites out of 30 were 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) 0.42 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 2024 was < 0.1 NTU.
(5) Compliance is based upon the highest quarterly locational running annual average (LRAA) and range is based upon lowest and highest individual measurement.
(6) Nitrate was detected in four 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	Parts 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
ppt	Parts Per Trillion

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. The following contaminates were detected during the UCMR5 2024 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	2024	ppm	47.46	N/A	Runoff from road de-icing operations
Chloroform	2024	ppb	1.94	0.69 – 3.2	Naturally present in the environment
Perfluorobutanesulfonic acid (PFBS)	2024	ppt	2.64	1.42 – 4.28	Waterproofing; textile manufacturing; used in fire fighting foams
Perfluorohexanoic acid (PFHxA)	2024	ppt	5.28	2.48 – 8.55	Waterproofing; textile manufacturing; used in fire fighting foams
UNREGULATED CONTAMINANT MONITORING RULE 5 (UCMR 5)					
Perfluoropentanoic acid (PFPeA)	2024	ppt	6.46	4.8 – 8.3	Waterproofing; textile manufacturing; used in fire fighting foams
Perfluoroheptanoic acid (PFHpA)	2024	ppt	4.75	3.2 – 6.3	Waterproofing; textile manufacturing; used in fire fighting foams
Perfluorooctanoic acid (PFOA)	2024	ppt	6.26	5.3 – 7.5	Waterproofing; textile manufacturing; used in fire fighting foams
Perfluorobutanesulfonic acid (PFBS)	2024	ppt	3.35	3.1 – 3.6	Waterproofing; textile manufacturing; used in fire fighting foams
Perfluorohexanoic acid (PFHxA)	2024	ppt	6.10	5 – 6.7	Waterproofing; textile manufacturing; used in fire fighting foams
1H, 1H, 2H, 2H-Perfluorooctane sulfonic acid (6:2 FTS)	2024	ppt	8.40	N/A	Waterproofing; textile manufacturing; used in fire fighting foams

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 Water 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	2024	ppm	2	2	0.007	N/A	Erosion of natural deposits.	NO
Chlorine (as Cl2), Free Residual	2024	ppm	MRDL=4.0	MRDLG=4.0	0.49	<0.01 – 1.20	Water additive used to control microbes.	NO
Fluoride	2024	ppm	4	4	0.79	0.57 – 0.79	Erosion of natural deposits. Water additive, which promotes strong teeth.	NO
Haloacetic Acids (HAA5) (1)	2024	ppb	60	0	18.6	7.0 – 19.9	By-product of drinking water chlorination.	NO
Nitrate as N	2024	ppm	10	10	0.08	N/A	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	NO
Total Coliform Bacteria (2)	2024	% Positive Samples Per Month	Presence of Coliform Bacteria in >5% of Monthly Samples	0%	0.61	N/A	Naturally present in the environment.	NO
Total Organic Carbon (TOC) (3) Removal Ratio	2024	Removal Ratio	TT	N/A	1.88	1.84 – 2.01	Naturally present in the environment.	NO
Total Trihalomethanes (TTHM) (1)	2024	ppb	80	0	69.9	31.6 – 84.9	By-product of drinking water chlorination.	NO
Turbidity (4)	2024	NTU	TT	N/A	0.42	0.03 – 0.42	Soil runoff.	NO
LEAD AND COPPER RULE	**PERIOD**	**UNIT**	**AL**	**ACTION LEVEL**	**90TH PERCENTILE DETECTED**	**RANGE**	**MAJOR SOURCES**	**EXCEEDANCE**
Copper	2024	ppm	1.3	1.3	0.021	<0.001 – 0.274	Corrosion of household plumbing systems. Erosion of natural deposits. 0 sites out of 301 were above 1.3 ppm.	NO
Lead	2024	ppb	15	0	3	<1 – 38.5	Corrosion of household plumbing systems. Erosion of natural deposits. 2 sites out of 301 were above 15 ppb.	NO

Water Quality Table Footnotes:

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

(2) This value refers to the highest monthly percentage of positive samples detected during the year. For 2024, Providence Water collected 2,045 samples for Total Coliform Rule compliance monitoring. One of these samples was positive for total coliform bacteria. None were positive for E. coli.

(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) 0.42 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 2024 was <0.1 NTU.

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

Providence Water Fifth Unregulated Contaminate Monitoring Rule Results (UCMR5). 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	2024	ppm	13.0	11.2 – 13.0	Runoff from road de-icing operations; Erosion of natural deposits

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.

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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.

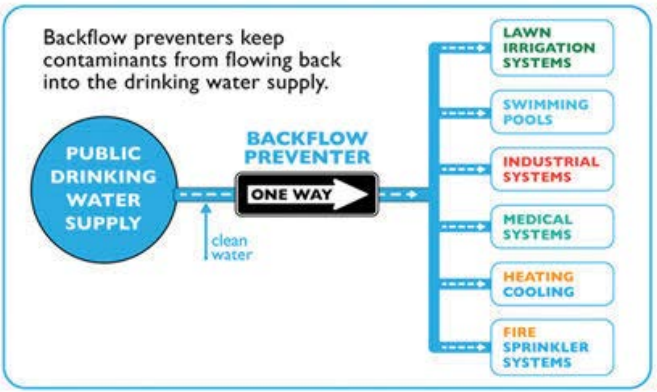
Many of these initiatives appear to fall under the purview and enforcement authority of city and town building and zoning officials, but so far only the water suppliers will be held accountable if targets are not met. Rate structures will have to change to comply with the adopted regulations. Increased 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.

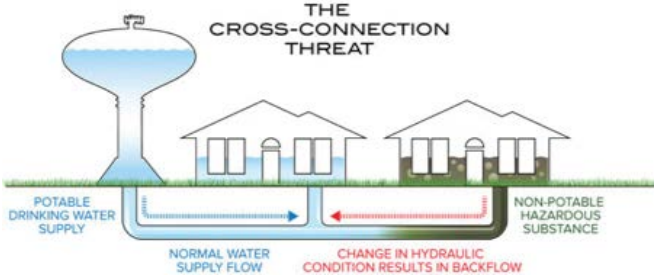
Demand Management & Conservation

- 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

The Kent County Water Authority completed a Lead Service Line Inventory in October of 2024 to meet Environmental Protection Agency regulations as well as the requirements of recent amendments to the *Rhode Island Lead Poisoning Prevention Act.* The Lead Service Line Inventory includes all service lines within the distribution system and verifies the type of pipe material on the public and private sides of all service lines to confirm whether lead is present.

Our Lead Service Line Inventory map can be accessed by going to the Lead Center page on our website (https://kentcountywater.org/lead-center.aspx) or directly by clicking this link: https://pws-ptd.120wateraudit.com/KCWA-RI. You can search the map by building address to see the service line material type for your home or business. If you are reading this online, please click the button below to view our Lead Service Line Inventory map:

KCWA LSLI Interactive Map

Field verification of all inventoried lead, galvanized, and unknown service line materials on both the public and private sides of distribution service lines is continuously ongoing and will be conducted until all service line materials have been accurately identified. Yearly updates to the Lead Service Line Inventory will be provided to the RI Department of Health as required by State and Federal Regulations. 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.

Lead Service Line Replacement Program

Recent updates to State of Rhode Island and Federal Regulations require public water systems to replace lead and galvanized service lines within the next 10 years with the intention to reduce lead in drinking water. The Kent County Water Authority has partnered with the Environmental Protection Agency and RI Department of Health to develop a full replacement plan over the next year. It is the Kent County Water Authority's goal to replace all lead and galvanized service lines in compliance with State and Federal laws.

It is the Kent County Water Authority's goal to provide a safe and reliable supply of drinking water to its customers. While there have been no identified instances of lead action level exceedances within the distribution system, we are mandated to identify and address any potential sources of lead that may exist. To help achieve this goal, the Kent County Water Authority is committed to replacing all lead service lines identified in the distribution system within the next 2 years following Lead Service Line Replacement Plan deployment, which is ahead of the 10 year deadline mandated by State and Federal Regulations. The Kent County Water Authority maintains a strong commitment to continuous monitoring, rigorous testing and targeted infrastructure improvements to minimize lead exposure and maintain the highest standards of drinking water safety. The Kent County Water Authority will work diligently to replace both public and private side lead and galvanized service lines, which will enhance the water quality being supplied and eliminate the exposure of lead through distribution system service line materials to these customers. Please visit our Lead Center webpage at https://kentcountywater.org/lead-center.aspx for more information on our Lead Service Line Replacement Program.

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 submitted a project to the RI Department of Health and RI Infrastructure Bank in March of 2025 to obtain grant funding and/or financing to remove any lead and galvanized service lines in the system.

KCWA Joins the Get the Lead Out (GLO) Initiative

The Kent County Water Authority is proud to announce its participation in the Get the Lead Out (GLO) Initiative. The Environmental Protection Agency and RI Department of Health have partnered with the Kent County Water Authority to provide technical assistance to accelerate the identification of unknown service line material types and the replacement of verified lead and galvanized water service lines.

Kent County Water Authority is committed to replacing all lead and galvanized service lines as part of the Infrastructure Improvement and Jobs Act (IIJA) that invests a historic $15 billion to replace lead and galvanized pipes. To learn more about the GLO Initiative, please click the button below or visit https://www.epa.gov/water-infrastructure/get-lead-out-initiative.

Get the Lead Out!

Help KCWA "Get the Lead Out" by Filling Out This Simple Survey

The Kent County Water Authority is undertaking a federally mandated survey of all customer service pipe materials. The goal of this program is to identify lead components of the drinking water system. The Kent County Water Authority completed this survey and submitted the results to the RI Department of Health prior to October 16, 2024, as required under the law. The Kent County Water Authority has been working to identify both public side and private side service lines for several years in anticipation of requirements in the revisions to the new Lead and Copper Rule. Through extensive records research and field surveys conducted during our meter change out program, Kent County Water Authority has confirmed the material type of over 25,400 out of the 27,500 service lines in the system for both the private and public side. We are on the final push to get the last information which resides on the private side of the curb stop and we need your help. All customers that have an unknown service type in their home or business will receive a letter from the Kent County Water Authority that provides program information and steps we can take to determine the private side service line material. The steps in the letter are also in the FAQ section of our Lead Center webpage at https://kentcountywater.org/lead-center.aspx.

While there have been no identified instances of lead action level exceedances in the Kent County Water Authority distribution system, we are mandated to identify and address any potential sources of lead that may exist. Kent County Water Authority is required by law to replace all existing lead and galvanized service lines over the next 10 years to ensure the quality of drinking water and protect the health of our customers. We maintain a strong commitment to continuous monitoring, rigorous testing and targeted infrastructure improvements to minimize lead exposure and maintain the highest standards of water safety. We encourage our customers to stay informed about our ongoing efforts and collaborate with us to establish a lead-free water system.

Please click the link below or scan the QR code below to fill out the Service Line Material Survey. You can also email photos of your plumbing, including the water meter and where the service line enters the building to lead@kentcountywater.org. Please be sure to include your service location address and/or account number in the email.

Kent County Water Authority Water Service Line Material Survey

https://survey123.arcgis.com/share/75723eba1a9a44779c88c2d26ea9d435

Nonpayment Shutoff

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

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The Kent County Water Authority is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact the Kent County Water Authority at 401-821-9300. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available 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.

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