Dennis Water District

Board of Water Commissioners

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Main-Line News

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OUT WITH OLD IN WITH THE NEW

The new one-million gallon tank in West Dennis went on line by the end of June 2018. Thanks to light winds and clear weather, in a matter of three days in late November, the 1955 elevated water tank behind the Fire



Station on Route 28 was taken down by Iseler Demolition, Inc. of Michigan. The final cost of the new tank is about \$3.574.060. Demolition of the old tank and site clean up will be about \$125,000.

Many thanks to Fire Department personnel and to the residents and businesses in the surrounding

neighborhood for their understanding and patience during the construction and demolition phases that took nearly two years to complete. The scale of the project, at 180' tall and only 100' from the closest home, made it loud and inconvenient to many. However, it is a project that has already made a significant improvement in providing and maintaining an adequate water supply in Dennis for today and for the future.

HAVE YOU RECENTLY RESIDED YOUR HOME?

Contractors are known to the District for notoriously not letting us know that the outside box or pad for reading your meter remotely has been disconnected or, more often than not, removed and trashed. The box or pad is a critical part of our meter reading and billing program.

If you have recently had your home resided and you are unable to locate the device, it has probably been removed. Please feel free to call the office and we will be happy to rewire or replace the device at no charge. Thank You!!!

BACKFLOW CONTAMINATION DOES HAPPEN

Over the years, the District has printed a number of articles in this newsletter that backflow prevention is very important. A recent event illustrates this.

This past fall, a valve installed on a boiler system in a municipal building here in Town was serving as a bypass around a backflow device. During routine maintenance, the bypass valve was accidently left open. When the boiler came on the thermal expansion caused the antifreeze in the boiler system to backup and contaminate the building's plumbing system. Fortunately, it was a nontoxic antifreeze. Still, it was a unpleasant experience for those individuals who first discovered the contamination.

There were a number of code issues at this particular site. The most critical being that there should never have been an unprotected bypass around a backflow device. It entirely negated the primary reason for the backflow prevention device that was there. It was also a violation of plumbing and drinking water regulations.

The incident was preventable and serves as a strong reminder that all plumbing work requires permitting and inspection. Compliance with these regulations is intended to protect you, your family and others. Plumbing systems can be confusing. Ask plenty of questions and it is recommended that you always consult with, and hire, a plumbing professional for your plumbing issues.

If you have any questions or concerns about backflow prevention, please contact the Dennis Water District at 508-398-3351 or the Dennis Plumbing Inspector at 508-760-6130. To quote Benjamin Franklin, "an ounce of prevention is worth a pound of cure".



AT&T ADDING ANTENNAS TO NEW TANK



During the design phase of the West Dennis Tank, careful consideration was given to providing as much space as possible for the transfer of existing antenna arrays from the old tank onto the new tank and for possible addition of more antennae

in the future. This past November, the Board of Water Commissioners authorized an amendment to the current lease with AT&T to increase their number of arrays from three to four for an additional \$5,400 per year. This is in addition to their expansion of arrays two years ago on the Hokum Rock Tank for the same contract amendment.

The District received \$320,202.89 in total from three cellular carriers on three water tanks in fiscal year 2018. The estimated lease revenues this fiscal year is \$323,265. The money is considered general fund revenues and used to support the annual operating budget.

CURRENT WATER CONSERVATION STATUS IS "NORMAL"

We are pleased to report that with the closing of 2018, not only did we *not* have issues with ground water levels, the levels are trending above normal and will put us in a great position as we go into spring and summer of 2019. Normal yearly rainfall here in Dennis is on the order of 50 inches. In 2018, 69.87 inches was recorded. The last time 69 inches of precipitation fell was in 1996. However, conditions can change quickly as it was three years later in 1999, that precipitation dropped below normal for three straight years which put us in a drought condition. The Cape relies exclusively on rainfall to replenish the aquifer so, it is on all of us to remember that no matter what the current conditions may be, always use water wisely.

IMPORTANT MESSAGES FROM THE STAFF

SEASONAL METER CUSTOMERS: Spring is our busiest time of the year for the re-installation of water meters. Please let us know as soon as possible when you would like your water meter put back in service. Call or email us at 508-398-3351 or to customerservice@denniswater.org.

CHECK PAYMENTS: Our customers are always welcome to mail in or drop off their check payments at our office. However, please be aware these checks are processed in our office as a remote deposit and it may take up to a week for them to clear your bank account.

PLEASE! Use only black or blue ink on your checks. Scanners cannot read red or other light-colored inks. They are rejected by the clearing house as unreadable and may be returned to you. Also, please do not staple or clip your check to the remittance portion. They get stuck in the slicing machine and ruin the checks further delaying processing. Thank You!!



Emergency Communication Made Easy.

The Dennis Water District has partnered with the Town of Dennis in order to provide its residents and business with a rapid emergency notification service called CodeRED®. The system distributes emergency messages via telephone to targeted areas in Dennis or the entire town.

CodeRED® employs an internet mapping capability for geographic targeting of calls, coupled with a high speed telephone calling system capable of delivering customized prerecorded emergency messages directly to homes, businesses, cell phones and answering machines.

By registering, you will be added to the emergency call list. CodeRED® is used by public officials in case of storms, natural disasters, fires, chemical spills, evacuations, lock downs, interruptions of electrical or natural gas supplies, lost persons and many other reasons to notify all or part of the public.

Dennis Water District can also send messages regarding water main breaks or other water system problems. Calls can be geographically targeted for localized messaging. Registration is confidential, free and easy. You can find the link for registering on the websites for the Dennis Water District or Dennis Police Depart-



ment. If you do not have internet access or have questions please call 508-398-3351 or 774-352-1474. There is also a free mobile app that can be downloaded on the *AppStore* or *Google Play*. It allows you to personally select which alerts you wish to receive and choose how large an area you want to receive notifications from wherever you are located.

IMPORTANT

Dennis residents and businesses will need to register if they use unlisted landline numbers, or cell phones, TDD/TTY or VOIP. Those who do not register these numbers may not be contacted by the system in the event of an emergency.

NEW E-BILL SERVICE AVAILABLE

This month, for the first time, customers will be able to review and print their water bill once online. Unibank has provided third-party payment services to the District for several years and together we are rolling out epresentment. If you choose to register with Unipay, you



can set reminders and see your payment history. *Coming Soon!* Unipay will be offering the ability to receive email and/or text messages when

you register a username and password and sign up to skip the paper mailings. Internet access to e-bills is becoming the most convenient and reliable method of receiving and paying bills. For less than the cost of a stamp, you can pay by check online. Please visit our website to pay your water bill online and create an account for e-bill. It is easy, free and provides you with 24/7 wherever you are.