

March 2023

Dear Water District #1 Members,

Good Neighbor Letter

Hello Neighbors. The board members of the Stillwater Water District No.1 would like to take this opportunity to provide an update on the Water District since our last letter.



New Business:

The Stillwater Water District 1 board is excited to announce a successful transition in our Operations Division. It has been over a year since [New Earth Water LLC](#) has taken over the day to day operations and maintenance of our water system. President Michael Lata and his team continue to help us prepare our water system for the future of the Paulinskill Lake Community. Michael has over 24 years of experience as a water treatment expert. Please take a look at his LinkedIn profile for further details. <https://www.linkedin.com/in/michael-lata-03125ab6>

New Earth Water, LLC contact phone number 973-529-4694

Water District No 1 contact phone number 973-579-1579

email: newearthwater@gmail.com

email: swd.wateroperator@gmail.com

Elections & Budget Approval:

Budget Vote to approve 2023 budget

When: February 18, 2023

Where: Stillwater Township Hall

Time: 2:00pm to 4:00pm

Water District No 1 of Stillwater operational budget of \$346,405.00 for 2023

Board Members:

Jack Choma - President

Tom Williver - Vice President

Kyle Slack - Recording Secretary

Jeff LoCascio - Treasurer

Sean Norman- Commissioner of Engineering

Non Board Members also partnered with Water District No 1 Team are:

RCAP Solutions representatives also on board working hand in hand:

Nina Odunalami RCAP Solutions nodunalami@rcapsolutions.org

Michael Cohrs RCAP Solutions

Lehigh University Engineer Department

CEC Community Engineer Corp-Engineers Without Borders

Successful Delinquent Collections:

First, the board would like to thank all the members who have brought their delinquent accounts into good standing. As a community water system, delinquent payments can have a huge impact on the successful operations of

Stillwater Water District 1. The Board works hard to keep rates at a level that successfully operates our system, but also keeps the cost to our neighbors at a minimum. Yet, late payments and delinquent accounts create gaps in our finances that are then shared by the rest of the community. The board continues to hold its renewed interest in delinquent accounts. In addition, many of our neighbors have worked out repayment plans. Delivering clean and safe drinking water to our community can be cost-effective when costs are shared equally between all of our neighbors. When one of us allows their account to become delinquent, we place an unnecessary burden on our neighbors. Please contact bookkeeping at swd.acct@gmail.com with all questions and concerns. The board would be grateful for the opportunity to work with you to bring your account into good standing, to answer all of your questions, and to continue to bring you safe and clean drinking water.

Online Payment Options:

Customers can pay their water bill online. Please visit the website at www.stillwaterdistrict1.com. Use the tab on the left, "Water Bill Payments", to pay via credit card or electronic check. There is **no fee for e-check payment**.

Partnership's

Beta Entry:

Stillwater Water District 1 has partnered with Beta Entry to assist in an accurate accounting of our billing and expenses. Beta Entry is a local Sussex County-based bookkeeping firm located in Lake Hopatcong, NJ. Beta Entry continues to assist us with state-mandated, financial audits, bookkeeping billing & accounting duties, and the creation of transparent accounting reports.

RCAP Solutions, Inc:

We are thrilled to continue Stillwater Water District No. 1's partnership for Technical Assistance services through RCAP Solutions. RCAP Solutions is a Not-For-Profit organization that provides financial, managerial, and technical assistance to rural water systems throughout the North East. This assistance is provided through the consultation services of their Water Compliance Specialists. We continue to take advantage of this highly valuable, free resource and their extended network as we modernize our internal processes and *investigate potential infrastructure upgrades* to continue providing clean and safe drinking water to the neighborhood.

Communications:

A variety of communications venues are listed below. To continue our efforts in improvement, the Water District moved to a virtual receptionist. This digital system allows the customer to reach the general manager, the water board president, and/or the bookkeeper via a *single phone number* (*see below). Any voicemails left for the virtual receptionist are converted to email and sent to the appropriate recipient for better efficiency. The Website is also available for customers to access when in need of pertinent information. It includes items such as *Frequently Asked Questions*, our *contact information*, *meeting dates*, *electronic bill pay options*, the current "*Good Neighbor Letter*", etc.

Community Engineer Corp (CEC) & Lehigh University Engineer Department

[CEC Engineers Without Borders](#) partnership with Stillwater Water District No 1. CEC & Lehigh Univ. Engineers w/o Borders - Continues to meet and review Stillwater Water District No 1 infrastructure, with planning purpose to improve and upgrade where financially feasible.

The Lehigh University team has been actively involved in gathering data about the Stillwater Water District 1 system. Their intention is to work on the entire system, with their main focus being on connecting the dead ends in the system and linking the smaller treatment plants to the rest of the system. To assist in their analysis and planning, the team has been utilizing ArcGIS, a geographic information system software, to identify areas that are deteriorating or in need of improvement. Additionally, they are ensuring that the chlorine residual in the system remains within the permissible limits.

For modeling different alternatives and assessing potential improvements, the team has turned to EPANET, an application specifically designed for modeling drinking water distribution systems. This software allows them to explore various options and evaluate their effectiveness in enhancing the drinking water system.

Overall, the Lehigh University team is employing data-driven approaches and advanced modeling tools to assess the current state of the system, identify areas for improvement, and propose potential solutions for optimizing the infrastructure in Stillwater.

Stillwater Water District No. 1 Team

Website - www.stillwaterdistrict1.com

Operator- Michael Lata swd.wateroperator@gmail.com

***Our Single Phone #** - (973) 579-1579

Email: President - swd.pres@gmail.com

Vice President - swd.vicepres@gmail.com

Secretary - swd.secty@gmail.com

Treasurer - swd.treas@gmail.com

Clerk - swd.clerk@gmail.com

Commissioner of Engineer:swd.comm@gmail.com

Bookkeeper - swd.acct@gmail.com

RCAP Solutions Water Compliance Specialists:

Michael Cohrs; water specialist volunteer formerly of RCAP Solutions Project Manager.

Nina Odunlami Odunlami@rcapsolutions.org Current RCAP Solutions Project Manager

Mail - P.O. Box 71 Stillwater, NJ 07875

Instant Alert - Intrado Communications System:

We continue to send instant alert messages to those signed up. We strongly encourage customers to sign up for fast and easy communication. Customers interested in signing up for instant alert can request service in one of four ways:

To Sign Up for Instant Alert:

- (1) Send an email to swd.acct@gmail.com -or
- (2) Send individual email to swd.pres@gmail.com requesting to be added
- (3) Send a request with your next bill payment.
- (4) Soon to be added to website self sign up, step by step instructions

*Please include your **name, email, and/or phone number (cell or home)** with your request. As we are happy to update our communication system.*

EyeOnWater App:

Free app for homeowner use. Open the app on your app store and download to your cell phone or computer. You can track your water usage, get notifications of a possible water leak as well. See day to day, weekly and monthly water usage. Everyone has to do their part in knowing their water usage and conservation. Log in using your lot and block number and your on your way to viewing your water usage.

Water Quality Corner:

Iron and Manganese:

Iron and manganese has been a consistent concern in our water source. Since the first days of our system. While not considered a health hazard at the levels we have exhibited in the past, it has always been a nuisance contaminant for our system and our residents. In 2021, this contaminant has become prevalent in our main well, which in the past had never exhibited even low levels of this contaminant. Our treatment system for Radiologicals has been able to contain most of this contaminant on its prefilter, but that has led to daily filter changes instead of the normal Bi-Monthly filter changes required for this unit.

You may have seen increased frequency in reactive flushing throughout this past year to clean out the distribution system. That practice was to address the increased presence of this sediment causing contaminants. In 2022, our new operations division will start a proactive system wide flushing program to ensure higher water quality in our distribution system. This will be the first step in our Capital Improvement Plan to address this contaminant.

The Stillwater Water District 1 Board and Operations Division has been investigating multiple solutions to prepare the system to more efficiently remove this contaminant during our treatment process. Two filtration methods have been investigated and are in the pre-engineering stages of the construction process. These include the traditional Greensands Filtration, and a new ion exchange media, the Quantum DMI-65 System. In addition to these treatment solutions, Stillwater Water District 1 is gathering estimates and planning a construction timeline to connect Well 7 to the treatment system on Edgewood. This connection will add an additional water source to our treatment system, allowing for operations to relive our main well in times of high Iron and Manganese events.

We thank you for your patience as we investigate the best treatment solutions for our system.

Radiologicals:

The water sources around the Paulinskill Lake, as well as all the groundwater sources for the Northern Highlands Region of New Jersey all contain sources of radiological contamination. Stillwater Water District 1 has a treatment system at the Edgewood treatment plant and pump house that removes radiologicals prior to distribution to the storage tank and entrance to our treatment system. Not all of our wells have tested for radiologicals in the past. One of the wells that has tested for this contaminant in the past is Well 7, part of the proposed solution to the Iron and Manganese issue mentioned above.

Our treatment for Radiologicals was originally designed to treat the amount of water pumped daily through both the current wells at the edgewood treatment plant and the potential output from Well 7. So our current treatment is ready for connection of Well 7.

Violations and Public Notices:

Last year Public Notices were sent out to our customers and posted digitally on our website regarding a 2021 4th Quarter Sample that exceeded the 1,2,3 Trichloropropane Minimum Contaminant Level Exceedance. This public notice was required and information on the level of concern was detailed in the notice and at the NJDEP Website. Our Operations Division immediately started to perform additional chemical analysis to determine the extent of the contamination. After Four straight Quarters of analysis in 2022 with non-detect results, we are no longer required to send any additional public notifications to our residents.

Prior to this last sampling event in 2021, the system has not had a MCL exceedance since 2008, when we first discovered radiologicals in our source water and added the necessary treatment at the edgewood pumphouse. If you have any concerns or questions, please contact your water district and we will be happy to elaborate on the exceedance and our remediation plan.

There will also be a one time public notification going out to our residents on the water system for a missed VOC sample which was supposed to be taken and analyzed in 2020-2022 from the Homestead Wellhouse. Consumer Confidence Reports are also in the works which will be mailed to all residents on the water system. Both documents will be posted on our website when completed.

Rest assured that the volunteer board members both past and present are all customers of this water system and take all violations and potential contaminants seriously. The board is currently investigating major capital improvements to prepare our system for the challenges of the next 50 years of the Paulinskill Lake Community. This process takes time and special consideration of the cost/risk/benefit of each proposed improvement to ensure that we can deliver the best drinking water while keeping the rates at a reasonable level.