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June 29, 2012

Via E-Mail

Douglas Elfner, Director
Office of Consumer Policy
New York State Public Service Commission
Agency Building 3
Albany, New York 12223-1350

Dear Mr. Elfner:

Enclosed please find the Enhanced Customer Outreach and Education Program of Long Island Water Corporation d/b/a Long Island American Water as well as the Malverne collaborative as required under the Commission's Order in Case Number 11-W-0200, issued and effective March 20, 2012. If you have any questions, please do not hesitate to contact me.

Very truly yours,

/s/ Suzana Duby

Suzana Duby

Enc.
SD:dlc

c: Kevin Manz (via e-mail)
Bruce Alch (via e-mail)
Susan Katz (via e-mail)



CUSTOMER OUTREACH PROGRAM MALVERNE SPECIFIC

INTRODUCTION:

Pursuant to the Order of the New York State Public Service Commission (NYSPSC), Case No. 11-W-0200 Long Island American Water (LIAW), is (1) required to initiate a collaborative with the NYSPSC Staff and Malverne customers and community members, “to clarify exactly where and when [water] discoloration is a problem. . . identify reasonable and effective remedies” and report on the results of the collaborative on a quarterly basis; and (2) to “renew and expand cost effective mechanisms by which customers can the alert the company to [water quality] problems” as set forth in the Order and also report the results of these efforts to the NYSPSC on a quarterly basis beginning June 30, 2012. The Company’s plans regarding the collaborative and enhanced customer outreach and education plan were submitted to the NYSPSC on April 16, 2012. The information contained herein represents LIAW’s first such quarterly report on the matters set out above. LIAW has conducted the first phases of the collaborative effort for the Village of Malverne as well as implemented its customer outreach and education plan as required under the NYSPSC’s Order. The following report is a summary of our findings along with initial actions taken.

BACKGROUND:

LIAW serves a population of 230,000 people in southwest Nassau County. The system is over 125 years old and is comprised of over 700 miles of water mains and over 4500 fire hydrants. It has 24 operating locations throughout the territory. Naturally occurring iron in the groundwater is prevalent not only in the LIAW service territory, but throughout the southern portion of Long Island affecting all water suppliers. Since 2005, LIAW has constructed three new iron removal treatment facilities which represent the capital investment of over \$16M. These plants complemented our three existing iron removal facilities as well as our aggressive water main replacement program. Over the last three years, LIAW has invested approximately \$20M on infrastructure improvements, specifically on aging water mains, which also contribute to discolored water issues. LIAW will be breaking ground on another iron removal facility which will service Malverne as well as the rest of our service territory.

MALVERNE COLLABORATIVE PLAN IMPLEMENTATION:

On April 16, a team was assembled which was a collaborative effort between LIAW, the NYSPSC staff and a resident of Malverne, Mr. Thomas Grech, who is the liaison for the community. This team identified sampling locations and areas of water quality concerns in the Malverne Community. The PSC staff member assigned to this project is Kevin Manz, who is a Utility Engineer 3 for the Office of Electric, Gas and Water. For LIAW the two employees assigned to the program are Richard Kern, PE, Director of Operations and Michael Nofi, Manager of Water Quality and Environmental Management.



In conjunction with Thomas Grech and after a review of the Malverne website complaints noted, we selected 11 residences to be sampled. This round of sampling began on April 16, 2012, and was completed on May 23, 2012. At all locations both hot and cold water samples were obtained. There was also a twelfth sample taken from a LIAW sampling station in the Malverne service territory. Samples were not only taken for iron but also parameters used were for pH, chlorine residual, color, odor, turbidity, total hardness, total alkalinity and manganese. An attachment has been included with a summary of all the test results obtained. At each visit the customers were made aware of the process and the sampling to be conducted and all water quality questions were answered. Additionally, all customers were instructed as to how to flush their hot water heaters and a contact number was left in the event additional questions arose. Hot water heater flushing instructions were given because in most instances, discoloration occurs in the hot water heater as a result of the breakdown of sequestering chemicals added, in particular when hot water temperatures are above 120 degrees Fahrenheit.

A review of the results obtained indicates that only one of locations exceeded the total iron limit of 1.5 mg/l. This sample was obtained in the hot water of one residence. The customer was given instructions on how to properly flush his hot water heater. If this was not successful in resolving the issue, a direct contact number was provided for them to call. We have not been contacted however we are scheduling a follow up visit to obtain additional samples and to confirm that the customer's issues have been resolved. All of the other samples taken in the first round of testing fell within the guidelines of the parameters.

MALVERNE COLLABORATIVE PLAN FOLLOW UP AND ACTIONS:

LIAW sent a letter summarizing the test results for each of the customers tested. We are now in the process of scheduling follow up visits to discuss the results in person to ensure that our customers have a full understanding of the values obtained. Our review of the sample results, in particular the cold water was compared to the age and material of construction and the level of complaints in any given area. We are currently in the process of redirecting capital from less impacted areas "discolored water" and diverting them to the Malverne area. We have preliminarily identified several sections of water main to be replaced beginning late third quarter of 2012 and continuing after weather conditions permit during the second quarter of 2013. Prior to final selections this data will be reviewed with staff.

Additionally, we are breaking ground in July on a new 4 mgd iron removal facility located in the Village of Lynbrook, which will have a positive impact on water quality for Malverne, Lakeview as well as our remaining service territory. A map showing the location of this facility and surrounding area has been included.

ENHANCED CUSTOMER OUTREACH AND EDUCATION PROGRAM – ADDITIONAL ACTIONS:

The scope of our evaluations is not limited to the Village of Malverne. We have recently addressed a discolored water issue in the Village of Valley Stream. After conducting a similar process to the one employed in Malverne we have determined that the replacement of a 600



foot segment of 6-inch diameter, unlined ductile iron water main should and will be replaced prior to year's end. We will be replacing it with an 8-inch diameter water main. This pipe will be cement-lined ductile iron. This new main will not only alleviate the discolored water issue but also, by increasing the main size, additional pressures in the area will be realized. It should be noted that unlined cast iron pipe that is aging directly contributes to discolored water issues. This is another example of LIAW following the Commission's guidelines in Case 11-W-0200 for identifying troubled areas and reallocating capital. However, please note that this has been a common practice by LIAW prior to the implementation of this Order. As we continue our efforts under these customer outreach programs, we will be able to assess and address more granularly localized discolored water issues.

INFORMATION OBTAINED FROM CUSTOMERS

IMPACT OF CAPITAL IMPROVEMENTS:

During the time periods of January through June 2011, prior to the start up of the newly constructed iron removal Plant #8, which services the Villages of Malverne, Lynbrook and Lakeview, the discolored water complaints were as follows:

Malverne – 50
Lynbrook – 28
Lakeview – 22

Since the facility has been placed in service the total discolored water complaints for the same time period, January through June 2012 are:

Malverne – 3
Lynbrook – 18
Lakeview – 9

A comparison of these sets of data shows a reduction of calls from 100 for 2011 to 30 in 2012 for the same time period. This 70% reduction can be directly attributed to LIAW's committed capital improvement in new plant as well as execution of our water main replacement program.

WATER QUALITY SURVEY:

As part of the outreach program as outlined in the order LIAW is required to post an on line survey for customers to fill out regarding water quality. This survey was posted on LIAW website on May 10, 2012 and our Facebook and Twitter pages. As of this date there have been no surveys submitted by any LIAW customers. This also applies to the Facebook and Twitter communications. This survey is not exclusive to our Malverne customers; it includes all of LIAW's customers. Additionally, on line surveys are being included in July's bills as an alternate means completing the online survey. The instructions are for the customer to mail the survey to the Lynbrook office. This will enable the staff local to Long Island to review and act promptly on any issues brought forward. (As a note, LIAW bills on a monthly basis.) Pending the responses



received as a result of this first mailing a determination will be made as to when a second request for customer input via mail-in survey will be made. Please see the enclosed information.

With respect to the instructional video for flushing hot water heaters, as stated in our initial program outline this video will be completed at a date to be determined in 2012.

SYSTEM WIDE PROGRAM:

Our outreach as well as our complaint monitoring has not been limited to the Malverne specific area alone. Historically we have and we continue to monitor complaints and take appropriate actions. As a result of our capital improvement program and flushing program we have seen a 40 percent reduction in discolored water complaints system-wide, year-to-date, since 2011. In 2011 at the same time period we experienced 401 discolored water complaints. Year-to-date, for the same timeframe, we have only received 240 complaints (40 percent reduction). The 240 complaints registered resulted in 227 flushes conducted to specifically address these complaints. The 227 flushes conducted are over and above the year to date routine flushes of 583.

In summary, our capital investment has provided significant results in reducing discolored water complaints in conjunction with a responsive and proactive flushing program. We will continue to monitor and follow up as outlined in our program and delineate and implement redirection of capital where prudent within the guidelines of our allotted capital improvement program. The Company's next report will include the specific projects implemented in terms of capital improvement and redirection of capital; additionally the results of any customer responses to the online or mail-in surveys, as well as input from Facebook and Twitter feeds, will also be provided.



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12 Jun

Experiencing issues with the quality of your water? We want to know about it. Please fill out our online survey:

amwater.com/forms/LongIsland

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12 Jun

American Water wins Best in Class Call Center Award! Check it out:

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14 May

Experiencing issues with the quality of your water? We want to know about it. Please fill out our online survey:

amwater.com/forms/LongIsland

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1 May

American Water Announces Completion of Acquisitions in New York and Sale of Regulated Operations in Ohio:

files.shareholder.com/downloads/AMER...

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30 Apr

New York American Water welcomes its new customers in Nassau,

Westchester, Ulster and Washington Counties. We look forward to

Done

Internet

100%

American Water wins Best in Class Call Center Award. Check this out!



Who Runs the Best Call Center in the World? Call Center Week Awards by Brian Cantor
www.customermanagementiq.com

Who Runs the Best Call Center in the World? Call Center Week Awards by Brian Cantor - No matter

Like · Comment · Share 3

61 people reached · 39%

Long Island American Water / New York American Water shared a link. June 5

Keep us informed: If you're experiencing any issues with the quality of your water, we'd like to know about it. Please fill out our online survey, so that we may follow up with you. <http://amwater.com/forms/LongIsland-Question.aspx>



LongIsland-Question.aspx
amwater.com

Like · Comment · Share

47 people reached · 44%

OCEANSIDE: LIAW crew has shut down a water main on Harvey Ave. (from Christopher St. to Clive Ave.) to repair a fire hydrant.

Like · Comment · Share 1

46 people reached · 42%

Long Island American Water / New York American Water June 11

LYNBROOK WATER MAIN REPAIR: LIAW crews have shut down the water main on Stauderman Avenue from Forest Avenue to Atlantic Avenue for repairs.

Like · Comment · Share 1

49 people reached · 44%

Long Island American Water / New York American Water June 5

NYAW congratulates the following employees for their years of service this past month: John Dunn (21 years), Edgar Coelho (6 years), Ross Huestis (25 years), Fred Wieners (32 years), Teresa O'Reilly (33 years) and Theresa Zaino (5 years). Thanks for serving our customers well!

Like · Comment · Share 2

59 people reached · 51%

Long Island American Water / New York American Water

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Now

May

2012

2011

2010

2009

Founded

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Long Island American Water
Malverne-area Test Results

<u>LOCATION:</u>	<u>Date:</u>	<u>Time:</u>	<u>pH (field):</u>	<u>Cl2 Res (mg/L):</u>	<u>Temp (field)</u>	<u>Total Iron (mg/L):</u>	<u>Dissolved Iron:</u>	<u>Oxidized Iron:</u>	<u>Color (units):</u>	<u>Odor (units):</u>	<u>Turbidity (NTU):</u>	<u>Total Hardness:</u>	<u>Total Alkalinity:</u>	<u>Manganese (mg/L):</u>
50 Slabey Ave.														
Malverne, NY														
Kitchen C/W	4/16/2012	15:30	7.2	(N/T)	(N/T)	0.24	0.14	0.1	5	0	<1.0	85	62.2	0.01
Kitchen H/W	4/16/2012	15:30	7.3	(N/T)	(N/T)	1.43	0.56	0.87	45	0	4.5	81.8	60.1	0.06
7 Prince Ct.														
Malverne, NY														
Down Tub C/W	4/16/2012	16:30	7.2	(N/T)	(N/T)	0.31	0.15	0.16	5	0	<1.0	83	66.3	0.02
Down Tub H/W	4/16/2012	16:30	7.3	(N/T)	(N/T)	5.10	2.45	2.65	140	0	3.2	83	60.4	0.36
12 Scarcliffe Dr.														
Malverne, NY														
C/W Before Filter	4/16/2012	17:15	7.2	(N/T)	(N/T)	0.21	0.06	0.15	5	0	<1.0	81.6	63	<0.01
Kitchen C/W (filter)	4/16/2012	17:15	7.2	(N/T)	(N/T)	0.27	0.12	0.15	5	0	<1.0	79.8	63.4	0.02
Kitchen H/W (filter)	4/16/2012	17:15	7.2	(N/T)	(N/T)	0.17	0.08	0.09	<5	0	<1.0	83.5	62.1	<0.01
31 Beacon St.														
Malverne, NY														
Bathtub C/W	4/17/2012	9:00	7.2	(N/T)	(N/T)	0.56	0.16	0.4	5	0	1	80.3	61.2	0.03
Bathtub H/W	4/17/2012	9:00	7.3	(N/T)	(N/T)	0.31	0.18	0.13	5	0	<1.0	82.6	60.7	0.02
35 Woods Ave														
Malverne, NY														
Bathtub C/W	4/17/2012	9:45	7.1	(N/T)	(N/T)	0.31	0.18	0.13	5	0	<1.0	77.8	62.6	0.02
Bathtub H/W	4/17/2012	9:45	7.1	(N/T)	(N/T)	0.23	0.14	0.09	<5	0	<1.0	79.9	61.4	0.01
256 Rider Ave														
Malverne, NY														
Kitchen C/W	4/25/2012	15:05	7.5	0.70	(N/T)	0.20	<0.02	0.2	5	0	<1.0	50.1	41.8	0.01
Kitchen H/W	4/25/2012	15:10	7.4	0.65	140 deg F	0.25	0.1	0.15	10	0	<1.0	57.7	42.6	0.01
85 Bond Ave.														
Malverne, NY														
Up Bathroom C/W	4/25/2012	15:25	7.5	0.30	(N/T)	0.14	0.02	0.12	<5	0	<1.0	82.1	54.6	<0.01
Up Bathroom H/W	4/25/2012	15:30	7.4	0.25	118 deg F	0.26	0.08	0.18	5	0	<1.0	77.1	55.4	0.01

Long Island American Water
Malverne-area Test Results

LOCATION:	Date:	Time:	pH (field):	Cl2 Res (mg/L):	Temp (field)	Total Iron (mg/L):	Dissolved Iron:	Oxidized Iron:	Color (units):	Odor (units):	Turbidity (NTU):	Total Hardness:	Total Alkalinity:	Manganese (mg/L):
65 Park Ave. Malverne, NY														
Bathub C/W	5/11/2012	9:30	7.4	0.45	(N/T)	0.30	0.1	0.2	<5	0	<1.0	92.9	53.6	0.01
Bathub H/W	5/11/2012	9:35	7.4	0.25	122 deg F	0.15	0.04	0.11	<5	0	<1.0	91.1	55.1	<0.01
75 Ocean Ave. (Malverne Jr. HS) Malverne, NY														
Café Kit C/W	5/11/2012	10:00	7.6	0.10	(N/T)	0.67	0.31	0.36	5	0	<1.0	66	41.5	0.03
Café Kit H/W	5/11/2012	10:05	7.5	<0.05	94 deg F	0.40	0.12	0.28	10	0	<1.0	54.6	39.7	0.02
Room 305 C/W	5/11/2012	10:15	7.6	<0.05	82 deg F	0.75	0.22	0.53	10	0	<1.0	65.9	42.9	0.05
Aberdeen St. Malverne, NY														
LIAW-SS15 (C/W)	5/11/2012	10:55	7.7	1.00	(N/T)	0.33	0.1	0.23	5	0	<1.0	46.1	38.4	0.03
47 Walker St. Malverne, NY														
Up Bathub C/W	5/15/2012	10:10	7.4	0.65	62 deg F	0.37	<0.02	0.37	<5	0	<1.0	89.3	69.8	0.02
Up Bathub H/W	5/15/2012	10:15	7.4	0.65	122 deg F	0.70	<0.02	0.7	15	0	<1.0	84.5	56.8	0.04
32 Wright Ave. Malverne, NY														
Bathroom C/W	5/23/2012	11:00	7.7	0.65	(N/T)	0.33	0.21	0.12	10	0	<1.0	75.2	45.7	0.02
Bathroom H/W	5/23/2012	11:05	7.7	0.30	134 deg F	0.13	0.04	0.09	5	0	<1.0	74.1	47.3	<0.01

NOTES:

"MCL" = Maximum Contaminant Level = The highest level of a contaminant that is allowed in drinking water (**Cold Water**). The levels are set by health authorities.

collected on 4/16/12 and 4/17/12 did not arrive to certified lab until 4/20/12. All other samples arrived at lab on the same day taken.

(N/T) = Not tested for

Nassau Co. Health Dept suggests a pH range of 7.5 - 8.5 units (No MCL's stated by NYS)

Chlorine residual of Cold Water *should* be between 0.20 - 1.50 mg/L (Maximum MCL is 4.0 mg/L)

No MCL limit. Temp. of Hot Water should not be above 120 deg F. (LIAW guideline)

Cold Water Total Iron levels must be LESS than 1.50 mg/L (Nassau Co. Health Dept. MCL value = 1.50 mg/L).

Dissolved Iron values have no MCL values.

Oxidized Iron in Cold Water *should* be less than 0.30 mg/L (NCDOH guideline - No MCL's stated)

Water with a Color value greater than 15 units is considered "Discolored" (MCL = >15 units).

Water with Odor value greater than 3 units would be considered to have a poor odor. (MCL = 3 units)

Turbidity is a measure of the clarity of water. MCL = 5.0 NTU

Total Hardness is an indication of the overall mineral content in the water (No MCL's stated by NYS)

Total Alkalinity is an indication of the buffering capabilities of water (No MCL's stated by NYS)

Manganese is naturally-occurring, and is removed by conventional filtration. (MCL = 0.3 mg/L)

We'd like to know: How is your water?



LONG ISLAND
AMERICAN WATER



If you experience discolored water or any issues with your water service, we'd like to know about it.



Keep us informed

If you're experiencing any issues with the quality of your water, we'd like to know about it. Please fill out the survey below and return it to us, so that we may follow up with you.

Name _____

Address _____

City _____

Daytime Phone _____

Email _____

I am experiencing the following issues with my water service (please check all that apply):

Discolored water

When I use my hot water

When I use my cold water

Taste and odor issues. Please describe:

Other. Please describe: _____

Please return this form to: Water Quality Survey, Long Island American Water, 733 Sunrise Highway, Lynbrook, NY 11563.

Online Survey: If you prefer to fill our survey out online, visit www.longislandamwater.com, and select Ensuring Water Quality.

