

From Jean Simmons  
To Export to DMM  
CC

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Subject RE: LIAW rate case - water test data - 11W0200 LIAW

Your Honor:

On February 27, 2012, LIAW received Mr. Grech's comments regarding our test data supplied with respect to iron levels in the Malverne service area. Mr. Grech also alleges that discolored water is causing many calls, emails and postings regarding the issue. In order to provide further clarification about the issue of allowable iron levels, and to respond to other claims made by Mr. Grech in his February 27, 2012 comments, the company offers the following:

Mr. Grech points out that 0.3 mg/l is the State health department guideline for the allowable limit for iron. For clarification purposes this is the baseline limit. The Nassau County Department of Health ("NCDOH") and New York State Department of Health ("NYSDOH") have established these 0.3 mg/l guidelines if no sequestering chemicals are added to the water supply. Sequestering chemicals are used to keep the iron in solution so discoloration does not occur. If a water supplier employs a sequestering agent such as sodium silicate, which LIAW does utilize, the allowable limit is set at 1.5 mg/l. It should be noted that water suppliers all across Long Island employ some type of sequestering process for the same purposes that Long Island American Water does. Should iron levels exceed 1.5 mg/l, sequestering chemicals are both no longer effective and no longer permitted under the requisite environmental guidelines to be used to deal with the iron level issue. After 1.5 mg/l sequestering chemicals cannot be used, iron removal treatment facilities must be constructed in order to utilize the well supply. This is why a new iron removal facility was built in Malverne (Plant 8) and is also why the company is investing another \$8 million to construct a new facility in Lynbrook that will serve Malverne as well as other customers. I believe that is where some of the confusion lies as far as allowable limits. The fact remains, however, that the Company has not exceeded the MCL's as set forth in the NCDOH and NYSDOH guidelines.

Mr. Grech also raised a concern of the company's use of chemicals such as sodium hypochlorite. Sodium Hypochlorite (liquid chlorine) is utilized for disinfection purposes, and LIAW is mandated by the NCDOH to maintain a residual chlorine such as sodium hypochlorite in our system. This chemical is used to avoid any potential contamination of the water supply and is for the health and safety of our customers.

As to Mr. Grech's concern that information (such as total hardness) from the data presented was missing, please be advised that (1) What was requested of the company was only data related to the iron issue, which was provided; and (2) please refer to LIAW's annual water quality report, which is mailed to our customers each year and which we are required to prepare in accordance with the federal EPA guidelines. A link is attached below.

As far as "many calls emails and posts" that allegedly complain of the "brown water condition," as claimed by Mr. Grech in his February 27, 2011 email to Your Honor, to date since January 1, 2012 the company has 0 registered complaints for discolored water in the Malverne area and 1

discolored complaint in the West Hempstead area. This fact stands in stark contrast to Mr. Grech's statement. We are once again collecting samples from the Malverne area and will send them along as soon as they become available.

In summary, LIAW employs sequestering as allowed by the NCDOH, and we once again want to emphasize that at no time did the company violate the environmental guidelines that it is required to follow. If there are concerns with respect to discolored water, we urge our customers to contact our toll free, 24 hour call center at 877-426-6999, and the company will investigate the issue in a timely manner.

[http://www.amwater.com/files/NY\\_2902835\\_CCR.pdf](http://www.amwater.com/files/NY_2902835_CCR.pdf)

Respectfully,

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President

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