

# IMPORTANT INFORMATION (PLEASE READ)

A Publication of the Gloversville Board of Water Commissioners

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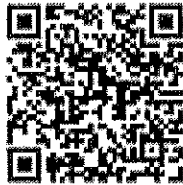
Main Office, 67-73 S Main St. Monday-Friday 8:00AM-4:00PM (Closed Saturday, Sunday & Holidays)

After hour water related emergencies, please call the Fulton County Sheriff's Department at 518-736-2100.

Filtration Plant, 329 Norboro Rd. Monday-Friday 7AM – 2:30PM (Winter Hours)

All pertinent information relating to the Water Department can be found on our website, as well as the ability to submit fillable forms that you would otherwise have to come into the office to receive. The website is: [www.gloversvillewater.com](http://www.gloversvillewater.com). The Annual Water Quality Report (AWQR) can be accessed by visiting our website and clicking on the 2022 Annual Water Quality Report tab. It may also be viewed on our Facebook page at Gloversville Water Works. Those still wanting a hard copy can call our office at (518)773-4520 to have a copy mailed to them. Copies will also be made available at the Gloversville Public Library and the Gloversville Senior Center.

Everyone that has the new meter will have access to a "water smart" link that will offer a wide variety of features for our customers like e-billing, water usage monitoring tips, step by step video directions for leak detection, instant leak notifications via text, e-mail, or phone, etc. To sign up, you can go online to [gloversvillenew.watersmart.com](http://gloversvillenew.watersmart.com) or scan this QR code.



On September 19, 2023, The Board of Water Commissioners adopted a policy to be used in the event of complaints/disputes of bills for water consumption as follows:

1. Complaints with respect to the Water portion of water bills must be filed with the Clerk of the Water Board **within 30 days** of the date of the bill.
2. Complaints with respect to the Sewer portion of the water bill must be filed with the Clerk of the Water Board within 30 days of the date of the bill pursuant to rules issued by the Gloversville/Johnstown Joint Sewer Board.
3. Anyone wishing to file a complaint must complete and sign the Gloversville Water Department's official written complaint form, attach a copy of the water bill being disputed, and attach any supporting documentation to support their dispute or complaint.
4. Completed and signed complaint forms shall be mailed or personally delivered to the Clerk of the Water Board at the Gloversville Water Works office located at 67-73 S Main St., Gloversville, NY 12078.
5. On the designated Board meeting date, the Gloversville Board of Water Commissioners will consider disputes/complaints where customer's or their representatives may appear personally before the Board to support the statements contained in the complaint and attachments.
6. The final disposition of all water bill review cases rests with the Gloversville Board of Water Commissioners, which will notify customers of the disposition of their complaints.

The Board of Water Commissioners adopted a policy to be used in the event of extreme water use attributed to piping failure declared not to be the fault of the owner of a property. To be considered for relief from such failure the incident must meet all the criteria. On March 8, 2022, the Board of Water Commissioners adopted a new policy in the event of a frozen water service for customers who have an active account(s) with the Gloversville Water Department. On March 8, 2022, they also adopted the policy to hold liable the responsible party in the event of a major piping failure and loss of un-metered water because of neglect or failure of the owners or occupants of buildings to keep connecting or supply pipes and other fixtures connected therewith to included sealed fire sprinkler systems in good working order. For more information regarding these policies, please contact our office.

## IMPORTANT INFORMATION ABOUT LEAD IN YOUR DRINKING WATER

The Gloversville Water Department found elevated levels of lead in drinking water in some homes/buildings. Lead can cause serious health problems, especially for pregnant women and children 6 years and younger. Please read this notice closely to see what you can do to reduce lead in your drinking water.

This notice is brought to by: Gloversville Water Works, State Water System ID# NY1700018, Date: November 13, 2023

**Health Effects of Lead:** Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones, and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

**Sources of Lead :** Lead is a common metal found in the environment. Drinking water is one possible source of lead exposure. The primary source of lead exposure for most children is lead-based paint. Other sources of lead exposure include lead-contaminated dust or soil, and some plumbing materials. Lead is found in some toys,

some playground equipment, some children's metal jewelry, and some traditional pottery. Although most lead exposure occurs when people eat paint chips and inhale dust, or from contaminated soil, exposure to lead can come from lead in drinking water. Lead is rarely found in source water, but enters tap water through corrosion of plumbing materials. Homes built before 1988 are more likely to have lead pipes or lead solder. However, new homes are also at risk: even legally "lead-free" plumbing may contain up to 0.25% lead on a weighted average. The most common is with brass or chrome-plated brass faucets and fixtures which can leach significant amounts of lead into the water, especially hot water. Exposure to lead is a significant health concern, especially for young children and infants whose growing bodies tend to absorb more lead than the average adult. Although your home's drinking water lead levels were below the action level, if you are concerned about lead exposure, parents should ask their health care providers about testing children for high levels of lead in the blood.

#### **Steps You Can Take To Reduce Your Exposure To Lead In Your Water:**

1. Run your water to flush out lead. Before drinking, flush your home's pipes for several minutes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, and the length of the lead service line. Residents should contact their water utility for recommendations about flushing times in their community.

2. Use cold water for cooking and preparing baby formula. Do not cook with or drink water from the hot water tap; lead dissolves more easily into hot water. Do not use water from the hot water tap to make baby formula.

3. Do not boil water to remove lead. Boiling water will not reduce lead.

4. Replace your plumbing fixtures if they are found to contain lead. Plumbing materials

including brass faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. The law previously allowed end-use brass fixtures, such as faucets, with up to 8 percent lead to be labeled as "lead free." As of January 4, 2014, end-use brass fixtures, such as faucets, fittings and valves, must meet the new "lead-free" definition of having no more than 0.25 percent lead on a weighted average. Visit the National Sanitation Foundation website at: [http://www.nsf.org/newsroom\\_pdf/Lead\\_free\\_certification\\_marks.pdf](http://www.nsf.org/newsroom_pdf/Lead_free_certification_marks.pdf) to learn more about lead-containing plumbing fixtures and how to identify lead-free certification marks on new fixtures.

5. Use bottled water or use a water filter. If your home is served by a lead service line, and/or if lead containing plumbing materials are found to be in your home, you may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or visit <http://www.nsf.org/consumer-resources/what-is-nsf-certification/faucets-plumbing-certification/lead-older-homes>, for a consumer guide of approved water filters. Be sure to maintain and replace a filter device in accordance with the manufacturer's instructions to protect water quality. Any measure you take to reduce your exposure to lead should be continued until the lead source(s) has been minimized or eliminated.

#### **Should you test your water for lead?**

If lead-containing plumbing materials are identified in your home, you may want to consider testing your water for lead to determine how much lead is in your drinking water. To access information on service type for your home please visit our website at [www.gloversvillewater.com](http://www.gloversvillewater.com) and click on link "service type" and type in your address. You can also call our office at 518-773-4520 to find out how to get your water tested for lead.

#### **Should your child be tested for lead?**

New York Public Health Law requires primary health care providers to screen each child for blood lead levels at one and two years of age as part of routine well-child care. In addition, at each routine well-child visit, or at least annually if a child has not had routine well-child visits, primary healthcare providers assess each child who is at least six-months of age, but under six years of age, for high lead exposure. Each child found to be at risk for high lead exposure is screened or referred for lead screening. If your child has not had routine well-child visits (since the age of one year) and you are concerned about lead exposure to your child, contact your local health department or healthcare provider to find out how you can get your child tested for lead.

#### **What Happened? What Is Being Done?**

The Gloversville Water Works sampled 30 homes with lead service line supplying the house throughout the city as per NYS DOH requirements. Results were received on September 21st, 2023, and it was found that 4 out of the 30 samples had elevated lead levels. Additional possible sources for contamination were interior plumbing and water fixtures. The Gloversville Water Works remains committed to providing safe and potable drinking water to all our residents. Since 2017 we have been replacing lead line services throughout the city working under a NYS DOH grant to do so. We have also pursued funding through the Bi-Partisan Infrastructure bill that was passed to continue to replace lead line services. Our goal is to completely eradicate lead service lines from our distribution system. Additional samples are being done to determine if a different corrosion control treatment process is necessary to prevent lead leaching from the pipes. An additional 120 lead samples will be taken for increased monitoring and evaluation. More information will be provided to the residents after the next set of sampling has been concluded. To see what type of service is supplying your home please visit [www.gloversvillewater.com](http://www.gloversvillewater.com) and click on "service type". Enter your address to find out what type of material is supplying your home. If you experience any issues doing so you can contact our office for this information at 518-773-4520. Dating back to 1992, this is the first time Gloversville has exceeded the action level for lead monitoring. Apart from changing sample sites for lead monitoring over the years we have yet to discover any cause of the action level exceedance which is why additional testing will be done in 2024. For More Information call us at 518-773-4520 or visit our website [www.gloversvillewater.com](http://www.gloversvillewater.com). For more information on lead in drinking water, contact your local health department New York State Department of Health, Herkimer District Office at 315-866-6879 or the New York State Department of Health directly by calling the toll-free number (within New York State) 1-800-458-1158, extension 27650, or out of state at (518) 402-7650, or by email at [bpwsp@health.state.ny.us](mailto:bpwsp@health.state.ny.us). For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's Website at [www.epa.gov/lead](http://www.epa.gov/lead), or call the National Lead Information Center at 1-800-424-LEAD.

**\*\*The Water Board has decided to be proactive and continue replacing Lead Services on a first come, first served basis. Please stop in or call the office for a form to fill out and be placed on the Lead Line Replacement list.**

#### **Payments may be made:**

- Online: go to [www.gloversvillewater.com](http://www.gloversvillewater.com) hit link to pay bill and to sign up for paperless billing (fee applies)
- By Phone: Call 1-844-667-8277 (fee applies)
- In Office/By Mail: Gloversville Water Department-67-73 S. Main St., Gloversville, NY 12078.

The Gloversville Water Department accepts: Visa, Mastercard, Discover & American Express (fee applies)