

# Community **matters**

NORWICH PUBLIC UTILITIES

AUG/SEPT 2004

## Clear AND Clean

We are fortunate to live in an area with a rich supply of fresh water, and even luckier to have not suffered the consequences of a restricted or unsafe water supply. At present, the Deep River Reservoir, located in Colchester, and the Stony Brook Reservoir, located in Montville, supply Norwich customers with over 5 million gallons of clean, safe water each day.

Many of us take clean water for granted. But ask people in communities where water has been contaminated, or severely restricted, how they now look at water and they'll tell you just how valuable water has become to them. Safe drinking water is not about convenience; it's about survival. That 'drinking' water serves all of our uses – bathing, lawn watering, laundry, and washing the car – averaging a whopping 100 gallons per person, per day! It deserves our respect in the way of conservation and protection.



## Our Job is **Quality**

Ensuring that water in Norwich is safe is a carefully monitored and non-stop process. It starts with protection at the source. This requires ongoing inspections of the areas surrounding the reservoirs to ensure that they do not become contaminated. Working with the state regulators, the vital land area nearby is governed for limited use under the Aquifer Protection Act. This careful monitoring ensures that runoff from farming and other waste does not enter the reservoirs or surrounding ground water system.

Water treatment in Norwich removes impurities through chemical treatment and filtration. Chlorine is added to disinfect the water. The pipes that distribute water through Norwich are also cleaned regularly to remove naturally occurring sediment. The water is tested at scheduled intervals to ensure that it is safe from contaminants.



## Conserve & Protect

There are 2 simple things every citizen can do to keep our water safe – *Conserve and Protect.*

### CONSERVE

- Replace your 5-gallon toilet with an efficient 1.6-gallon per flush toilet
- Fix leaks: Running toilets and dripping faucets can waste thousands of gallons per year
- Store a jug of tap water in the fridge so you don't waste water waiting for it to get cold
- Use bursts of water for shaving and brushing teeth, rather than a constant flow from the faucet
- Reduce your lawn area: plant drought-tolerant ornamental grasses, groundcover, or shrubs and trees instead
- Water your lawn once a week or less for one hour, and let your lawn grow longer to retain the moisture better
- De-thatch your lawn so the water can reach the roots rather than running off
- Mulch your gardens so they hold water longer
- Garden with native plants that require less watering
- Water in early morning to reduce waste through evaporation – your garden will prefer it too!
- Teach your kids the importance of conserving water

### PROTECT

- Use compost or other organic fertilizers on your lawn and garden to prevent toxic chemicals from entering our storm water systems
- Dispose of paint, grease and other chemicals properly – never pour down the drain or in the ground
- Have your septic tank cleaned out and inspected regularly
- Report illegal dumping or chemical spills to the police or our customer service department immediately

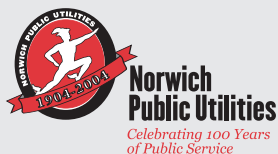
## The Watershed

Sometimes you will hear about the importance of protecting the 'watershed'. The watershed is essentially the land that catches rain or snow, which in turn, drains into streams, rivers, lakes or groundwater. So it's important to remember that contaminants in one area can reach another area via the watershed, which is why we all need to take part in protecting the watershed. For example, when you apply a pesticide to your lawn, then water your lawn, the chemical residue can enter the watershed. In some areas of North America, pesticide use for lawns has been out-right banned to combat the adverse effects of these toxic substances on our vital water sources.

Protecting our water sometimes requires new thinking. For instance, rather than worrying about the perfect lawn, consider planting more trees and shrubs, adding a stone path, or starting a sun-loving vegetable garden. The end result might be not only protecting the watershed, but you may like your new relaxing oasis a lot more than a needy lawn.

### SAFE WATER, WATER SAFETY

The Deep River and Stony Brook reservoirs, as well as emergency supplies at Fairview and Bog Meadow, are our sources for drinking water. To keep them free of any contaminants, they are restricted from any use by the public. There is no swimming, fishing, boating or skating permitted on the reservoirs. Please remind your children about the rules, and dangers of the reservoirs. Even strong swimmers cannot swim in cold water. *Let's keep our water supply safe, and our children safe too.*



## Here to Serve You

Visit a special link on our web site for more information about water issues:  
[www.norwichpublicutilities.com/communitymatters](http://www.norwichpublicutilities.com/communitymatters)

Please call, fax or email us your questions, comments and suggestions.

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