



What Happened, Why, What Can I Do?

Q. We had so much rain in the spring. Why did we have a water emergency on the first hot day in June?

A. Ridgewood Water is a groundwater system, meaning we do not store rainwater. There are no reservoirs in our system. Rain only helps by staving off lawn watering.

Q. What happened?

A. The emergency, which began on June 18, 2024, was the result of overuse, mainly automatic lawn watering, which caused a sudden and severe drop in tank reserves. One of Ridgewood Water's tanks saw a 19-foot drop between 1:00 am and 7:00 am. System demand peaked at 15 million gallons for the day, which is 7.5 million gallons higher than the average system day demand.

Q. In emergency situations like this, can you get water from other sources?

A. On June 19, 2024, Ridgewood Water purchased 4.5 million gallons of water from two nearby utilities. We cannot do this on a regular basis due to maximums set by both the utility agreements and the State.

Q. What is being done?

A. Since 2015, Ridgewood Water has invested \$90 million in infrastructure improvements to the system, including the drilling of new wells and connections with new supply sources. The next step is to build out the infrastructure to move water more efficiently through the system – a step that was put on hold due to the construction of PFAS treatment facilities.

On June 12, 2023, the Village Council awarded a contract to Circular Water Solutions to update the hydraulic modeling for the Ridgewood Water system, examine system functions and recommend improvements. We expect this modeling effort to be completed before the end of 2024, allowing time to budget for any necessary improvements in the 2025 water utility budget.

Q. What can I do to help?

A. Remain diligent. Turn off all sprinklers – automatic and manual. *You may water new landscape plantings if necessary (not your lawn) by hand only on your designated days - Wednesday and Sunday for even addresses, Tuesday and Saturday for odd addresses.* The best time to water plantings is before 10:00 am or after 6:00 pm to avoid evaporation.

Working together, we can get through this heat wave.