

# Ridgewood Water Weekly

Week of January 6, 2025

## Latest Quarterly PFAS Public Notice

All Ridgewood Water customers will receive our 2024 Fourth Quarter PFAS Public Notice this week.

Ridgewood Water is one of the estimated 6,600 public drinking water systems in the United States impacted by per- and polyfluoroalkyl substances (PFAS). We are also proud to be a leader in the treatment of PFAS.

**By the end of 2026, all regulated PFAS compounds will be nondetectable in our treated water, exceeding the EPA standard of 4 parts per trillion. In addition, our system-wide project will be completed three years ahead of the EPA's 2029 deadline.**

You may be asking:

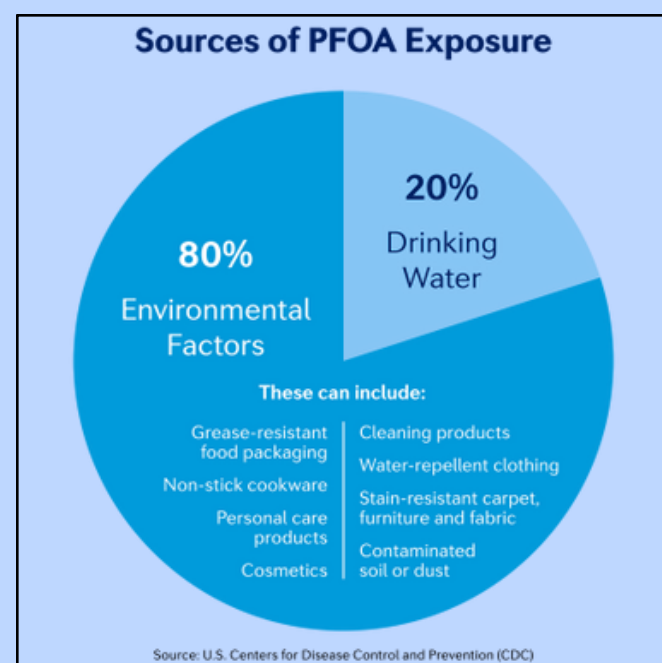
**Why is it taking so long?** The short answer is that it takes time to consolidate 31 treatment facilities spread across four towns into 12 PFAS Treatment Facilities. Our entire system needed to be redesigned to effectively address PFAS.

**What exactly is being done?** Ridgewood Water proactively commissioned a PFAS Treatment Master Plan study in January 2019.

- In September 2019, our first PFAS Treatment Facility was up and running.
- The second facility went online in August 2022.
- An additional six are under construction, four of which are on target to come online in 2025.
- The remaining four are on schedule to be completed by the end of 2026.

**What are you doing in the meantime?** We are working to deliver water with the lowest levels of PFAS and are purchasing additional supply from Veolia Water, Hawthorne Water and the Passaic Valley Water Commission, all of which are compliant with New Jersey Department of Environmental Protection PFAS regulations.

If you have any questions about our water system, please don't hesitate to reach out at 201-670-5520 or [cswater@ridgewoodnj.net](mailto:cswater@ridgewoodnj.net).



# Ridgewood Water Weekly

Week of January 13, 2025

## Goals for the New Year

Ridgewood Water has set several key objectives for 2025 to enhance water quality and infrastructure:

### General Goals

- Complete update on the system-wide pressure study and review the recommendations for improved transfer of water between system zones.
- Install booster station on Glen Avenue in spring 2025 to increase flow to the low-pressure area affected by the boil water advisory this past September.

### PFAS Goals

- Complete construction on the Ravine, East Ridgewood, West End and Prospect PFAS Treatment Facilities.
- Break ground on the remaining four PFAS treatment facilities.
- Continue to seek out grant opportunities and/or recover funds through other avenues.
- Break ground on the fourth PFAS raw water mains contract and complete the third contract work by the end of 2025.

### Lead Service Line (LSL) Goals

- Complete engineering design for LSL Replacement Program and award the first LSLR contract.
- Continue regular communications with customers regarding the replacement of lead service lines.

## Road Work Ahead

Two water main breaks will be repaired this week, requiring road closures with detours. *Water service interruptions are not expected.*

### GLEEN ROCK

2 De Boer Drive - January 15th, 8:00 am to 6:00 pm

### MIDLAND PARK

Godwin Avenue and Erie Avenue - 10:00 pm on January 16th to 6:00 pm on January 17th

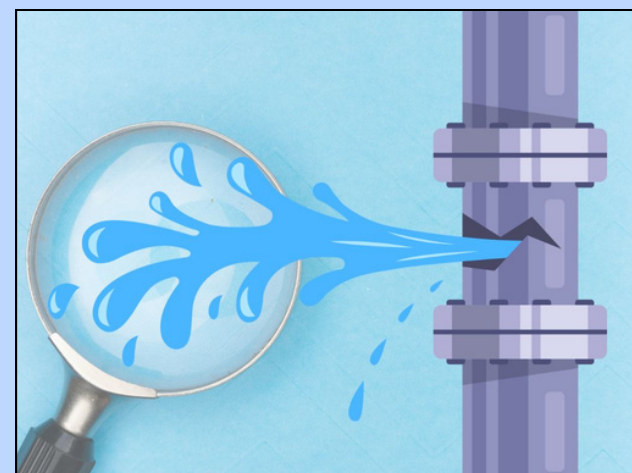


# Ridgewood Water Weekly

Week of January 21, 2025

## Do You Need a 'Leak Detective'?

**Is your water usage higher than usual or expected?** Call Customer Service at 201-670-5520 to see if you are eligible for a datalogger. A datalogger will pull the last 96 days of consumption history, breaking it down on an hourly basis. This can be especially helpful for evaluating sprinkler usage, but it can also assist in uncovering a leak inside your home. The process takes 10 to 15 minutes, and our technician will walk you through the results on site.



## Ridgewood Water by the Numbers

When Ridgewood Water learns that a contractor or utility will be working on a street in our service area, we make sure that our underground pipes and service lines are clearly “marked” with blue paint and/or blue flags. These markouts enable contractors and utilities to operate efficiently and dig into the ground safely. In 2024, our **Metering and Markouts Team** has performed the following:

**7,694** - Markouts Completed

**641** - Average Markouts Per Month

**31** - Average Markouts Per Day

**2,300** - Scheduled Customer Appointments

**1,100** - Meter Changes

**350** - Service Turn Off/On

**Did you know?** Common projects - installing a fence, treating for termites, staking a tent - require a markout, which is often called in by the contractor without the homeowner’s knowledge. Surprise!

## Meet the Teams

Pictured are just a few of the friendly folks working behind the scenes in the office and out in the field at Ridgewood Water.

**Customer Service** (L-R): Justin, Sarah, Mirella and Tyler. **Metering and Markouts** (L-R): Justin, Joe, Chris and Nate.



**Customer Service**



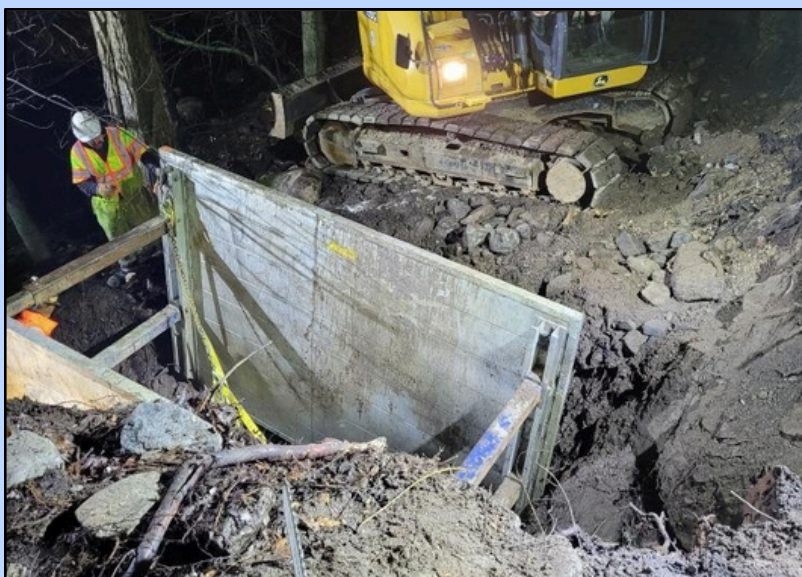
**Metering and Markouts**

# Ridgewood Water Weekly

Week of February 3, 2025

## Winter is 'Leak Season'

We have had quite a few water main breaks since the beginning of the year - 17, to be exact. Why so many? The short answer is "Because it's cold." When groundwater freezes and expands, the force on underground pipes doubles from 400 to 800 pounds per square inch. Extremely cold temperatures also can cause the surface of the pipes to become brittle. And when water mains freeze and then thaw, it creates an ideal scenario for cracks to form. **Rest assured, Ridgewood Water crews are standing by and ready to roll 24-7 if a break happens.**



## An Inside Look at a Leak

A recent water main break in Midland Park was one of the most difficult that Ridgewood Water crews have tackled. The main runs under a stream - so deep that our equipment couldn't reach it even after digging down 14 feet and bringing in a local tree service to remove a large tree that was impeding progress. Ultimately, a special contractor was called in over the weekend to dig deeper and locate the leak so that it could be repaired by our crews. **We certainly appreciate the sacrifices that our staff members make!**

## Lead Service Line Replacement Update

As you know, the state of New Jersey has mandated the removal of all lead and galvanized service lines by July 2031. Ridgewood Water's Lead Service Line Replacement (LSLR) Program allows customers to "opt in" for Ridgewood Water to replace their LSL. **To date, 450 property owners have opted in.** The contract for this first round of replacements is expected to go out to bid in the coming weeks, and work is anticipated to begin in June. If you have opted in, you will receive final pricing information, at which time you may choose to opt out of the program. You are under no obligation to Ridgewood Water!

Meanwhile, Ridgewood Water continues to accept opt-in forms, which can be found at [leadreplacement.ridgewoodnj.net](https://leadreplacement.ridgewoodnj.net).



# Ridgewood Water Weekly

Week of February 10, 2025

## The Many Benefits of Snow

You may not like shoveling it or driving in it, but snow is beneficial to the environment. Snow cover acts like a protective blanket, trapping heat in the soil and helping to maintain a uniform temperature for slumbering plants. As snow melts, it gradually releases water into the ground, replenishing soil moisture and providing a steady water supply for plants when they begin to grow in the spring. Snow, in fact, has long been called “a poor man’s fertilizer” due to the nitrogen and other nutrients that are slowly released into the soil as it melts.



## Water Conservation: It's a Year-Round Effort

Help the environment - and your wallet - by conserving water year-round. Yes, even during winter!

- Insulate exposed pipes, particularly those in unheated areas, to prevent freezing. Common problem spots include outdoor hose bibs, basements, crawl spaces and kitchen cabinets.
- Let your faucets drip slightly when the temperature drops below 32 degrees to keep water moving through the pipes and reduce the likelihood of freezing.
- Know where your shut-off valve is located. The faster you can turn off the water in the event of a leak, the less damage there will be.
- Wash dishes and clothes with cold water whenever possible.
- Only run the dishwasher when it's full.
- Shorten your showers, and turn off the water when you brush your teeth.
- Replace old showerheads and toilets with low-flow options.
- Collect melted snow to water your indoor plants.
- Check for leaks after the first thaw. The drastic temperature changes between night and day during the winter cause pipes to expand and contract, making them more likely to break.

# Ridgewood Water Weekly

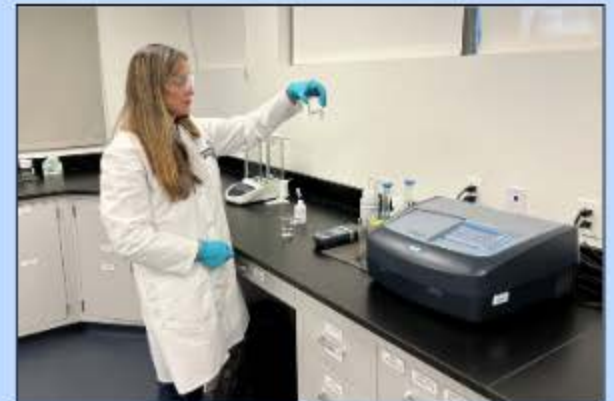
Week of February 24, 2025

## The Vital Role of Water Testing

At Ridgewood Water, water testing goes far beyond what is required by law to ensure that the water distributed to our customers' homes is the best quality it can be. **In fact, on average, our lab technicians collect and test more than 3,000 samples a year!**

Our lab (pictured) processes samples and performs analysis every day, making sure that our system is free from more than 20 contaminants. The amount of testing done each day varies, depending on the type of contaminant and which wells are running. For example:

- Total and free chlorine are lab tested daily to confirm the accuracy of our continuous sensors.
- Tests for total coliform and E. coli (bacteriological samples) are run more than 1,200 times a year.
- Gross alpha, a test for radiological compounds, requires 30 samples over a five-year period, about six per year.



## Regulatory Testing vs. Operational Testing

Some of the tests we perform are regulatory, and others are operational.



- **Regulatory Testing** - Laboratory tests that are required by law, regulated by the U.S. Environmental Protection Agency and enforced by the N.J. Department of Environmental Protection.
- **Operational Testing** - Laboratory tests that are voluntarily conducted to help guide internal decision-making practices such as guiding system maintenance activities, triggering unscheduled preventive maintenance and driving the development of improved operating procedures.

**Ridgewood Water's testing goals exceed regulatory requirements.** We test for volatile organic compounds every month to support operational decisions, for example, while the state's regulatory schedule only requires it quarterly, annually or once every three years. If you have any questions, please reach out to our customer service department at 201-670-5520 or [cswater@ridgewoodnj.net](mailto:cswater@ridgewoodnj.net).

# Ridgewood Water Weekly

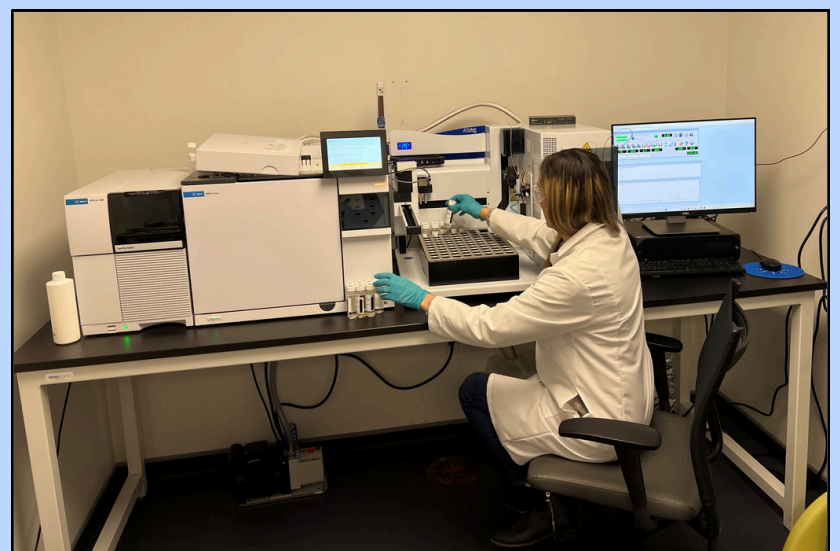
Week of March 3, 2025

## GCMS: What is It and Why Should I Care?

This past year, Ridgewood Water invested \$130,000 in Gas Chromatography-Mass Spectroscopy (GCMS), an advanced analytical technique used to detect and quantify volatile organic compounds (VOCs) in drinking water samples. It combines gas chromatography, which separates the chemical components, with mass spectrometry, which identifies and measures these components with high precision. This method is extremely sensitive and can detect contaminants at very low concentrations, making it an essential tool for water-quality testing.

Our on-site GCMS equipment, which is set up to test for 79 different compounds, benefits both Ridgewood Water AND our customers in several key ways:

- The turnaround time for the analysis of volatile organic compounds by an outside lab is *two weeks*, compared to *one to two days* in house, which means issues that may arise with water treatment can be remedied quickly.
- Outside labs charge per sample analyzed, and If results are needed sooner than two weeks, Ridgewood Water must pay an additional fee.
- Ridgewood Water can test for VOCs more frequently, which gives our operations team more information about the quality of water before and after treatment.



“It should give Ridgewood Water customers peace of mind to know that we test drinking water for volatile organic compounds like tetrachloroethylene whenever it’s needed, without having to wait for weeks to get the analytical results,” said Alma Burgos, lab chemist, pictured with the GCMS equipment. “This ensures better-quality water at a lower analysis cost in the long run.”

## Overnight Road Closure

West Glen Avenue in Ridgewood will be closed in both directions from Oak Street to North Monroe Street - **Thursday, March 6 at 10:00 pm through Friday, March 7 at 4:00 pm** - as work progresses toward the installation of a booster station to increase flow to a low-pressure area in Midland Park. The first step of this project is connecting to the existing water main and extending two eight-inch water mains across West Glen Avenue. This week’s work is expected to complete this phase of the project. Detours will be in place, and police officers will be on site to assist drivers. We appreciate your patience!



# Ridgewood Water Weekly

Week of March 10, 2025

## GIS: What It Is and What It Does

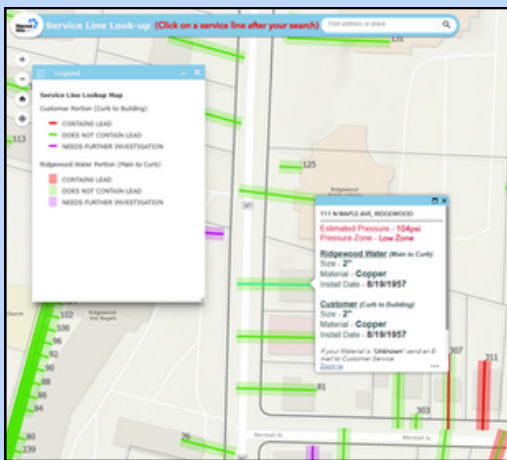
Geographic Information System (GIS) is a powerful technology used to capture, store, analyze and visualize information linked to specific geographic locations. At Ridgewood Water, GIS plays a crucial role in mapping and monitoring our complex groundwater system, maintaining information about hydrants, pipelines, treatment plants and distribution networks. It effectively tracks asset conditions, assists in planning maintenance activities and much more.

“There are hundreds of thousands of data points in the system - every valve, meter, main, hydrant, service line, curb stop and more,” said GIS Manager Neil Gallone. Each data point contains historical records. For example, each of the 1,897 hydrants in the system tells a story about its history, including inspections, flushing, repairs and replacements.



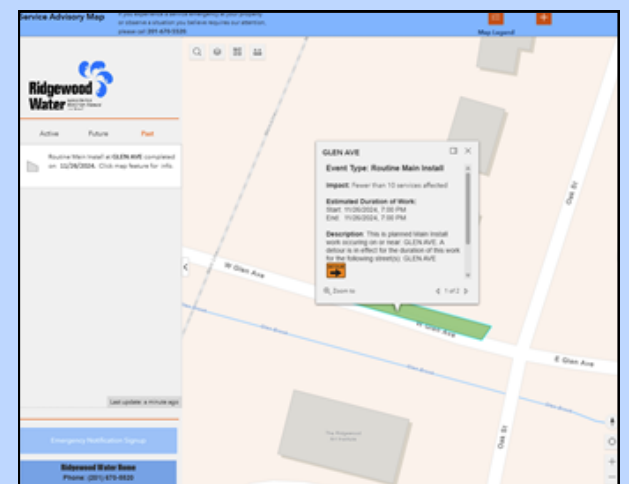
The GIS team (L-R): Alexander, Kristina, Neil, Xiaying and Alex

## How Customers Can Use Our GIS Tools



Want to find out the material of the service line leading to your home, business or irrigation system? Use our **Service Line Look-Up Tool**. This tool allows you to view the information on record regarding the material, size and age of the water service line as well as estimated water pressure. If the material is “unknown,” contact Customer Service at [cswater@ridgewoodnj.net](mailto:cswater@ridgewoodnj.net). If the line is made of lead, you may replace it on your own or participate in Ridgewood Water’s Lead Service Line Replacement Program. Contact Customer Service for details.

Our **Service Advisory Map** lets you view active, planned and recent water outages, along with details including the location of and reason for the outage, estimated duration of the work being performed and whether detours will be in place.



Scan the QR code or visit [water.ridgewoodnj.net](http://water.ridgewoodnj.net) (Service Events & Tools) to access both GIS tools.