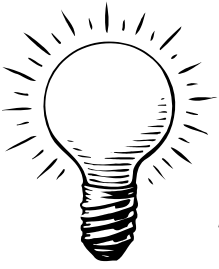


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“OPERATOR’S CORNER”

Operators... This is your chance to share your experiences, new or unique inventions that have made your daily operation easier, technologies you've discovered, or general information with your fellow operators. We all know the value of networking.

If your article is selected for an upcoming issue, you will receive free training at our Annual Technical Conference. Send submissions to Ogden@nyruralwater.org for consideration.

Have You Tried This? By Barry Walters, Water Superintendent, Village of Cato, NY

Are you receiving numerous complaints from your customers with regard to rusty water? I was and here's my story.

I was at the New York Rural Water Association Conference a while back and was sitting around conversing with other operators from across the state about this particular problem of rusty water when Jerry Barron, from the Town of Holland Water District #1, told me that he too had been plagued by rusty water conditions for several decades, and handling customer complaints was proving to be costly. Jerry stated, "Our methods for dealing with the complaints had been to flush the water mains and hydrants four times a year", he added that this method also wasted water and created higher utility costs.

Jerry's solution was SeaQuest. After one year of using SeaQuest, many of Holland's water issues were resolved. Barron told me, the results after the first year were surprising. He said they were able to reduce line and hydrant flushing from four times a year to one. Customer complaints dropped dramatically, and as a bonus, chlorine residuals in the ends of the system increased and became more stable.

For Barron, one of the most significant benefits of AquaSmart's SeaQuest was seen in the town's bottom line. "For the amount of set-up time, cost, and labor, I believe this was the most cost-effective solution to solve our water quality problem," Barron said.

Well, that was enough testimony for me. I decided to give it a try for Cato Water and guess what, SeaQuest has reduced our system flushing, as well as, customer complaints. Before adding SeaQuest to our water, we had 20 to 50 complaints per year. If we had a fire, the water was dirty (orange) for one to two days after a hydrant was used.

Additionally, we noted that hydrant flushing was problematic at least. The flushing of hydrants was a two-day ordeal. Some hydrants took as long as 40 minutes to flush. In some of the lines that were flushed, water was black as tar, changing to red, then orange, and then clearing. After adding SeaQuest to the system, we noticed immediate changes. All water was clear within 12 hours and the chlorine residuals at the farthest points in the system are higher, and the water complaints have been reduced to less than 20 per year. It truly has made all the difference in Cato's water system. It has made our water much easier to maintain, less flushing, and a lot less complaints.

So if you are experiencing the same problems, like us in Cato and Holland, I would recommend you get in touch with a distributor and try this out for your system. I am aware of Koester Associates who recently added AquaSmart, Inc. to their companies that they represent.

Just wanted to pass this information along to my fellow certified operators out there in New York that may be struggling with rusty water conditions. Hope to see you all at the NYRWA Conference this May in Kerhonkson to continue to share our experiences and learn from each other.

As a footnote, consider contributing your ideas, gadgets, gizmos, concerns, etc. to this Operators Corner, it wasn't as bad as I thought it would be writing something, try it...💧