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TOWN OF NEW WINDSOR

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New Windsor Water Department

August 9, 2018

To the Residents of the Town of New Windsor,

As you may be aware, the Town of New Windsor has invested in a major capital infrastructure project aimed at improving overall water quality and independence. The project was born of the need to provide redundancy for our current source of water supply, the Catskill Aqueduct. Major repairs and maintenance projects by NYCDEP over the next several years, will require extensive outages of the Catskill Aqueduct. This normally would have necessitated the Town to use its back-up supply, Brown's Pond, for lengthy periods.

Several years of groundwater exploration, have led the Town to develop three high yielding wells. With the technical and financial support of NYCDEP, the Town has taken these three wells and turned them into a completely new primary source of supply for the residents of New Windsor. A new Water Treatment Facility has been constructed to treat the wells for low levels of iron and manganese, as well as a new two million gallon storage tank for additional storage and fire protection. New interconnections have been constructed as well with the Town of Newburgh, to enhance water sharing between the municipalities in times of emergencies. Part of this project has also included rehabilitation of existing pressure reducing stations, to allow for the different flow paths the water will take through the distribution system.

Over the next several weeks, the Town will begin to transition from the Catskill Aqueduct supply to the new Butterhill Well Treatment Facility supply. As you begin to receive more groundwater and less Aqueduct water, you may notice a different taste. This is normal, as groundwater generally has a higher mineral content (the same additives that are put into most bottled water that does not originate from a spring, like Dasani and Nestle Pure Life). The mineral content contributes to what is generally referred to as the hardness of the water. On the hardness scale, the New Windsor wells are considered to be moderately hard, as compared to the Catskill Aqueduct water which is extremely soft. Soft water can also be very corrosive, while hard water can leave film deposits. The fact that the Aqueduct water is so soft, may make this switch to well water even more noticeable. Many residents will prefer the taste and feel of harder water, while others are more used to the softer water as previously received from the Aqueduct. If your preference is much softer water, it could be accomplished by the installation of a traditional water softener or no-salt water softener system. Once the Butterhill Well Treatment Facility is fully on-line, new system pressures will be monitored and pressure reducing stations will be adjusted accordingly.

If you have any questions or concerns, please contact the New Windsor Water Department at 845-561-2550.

Sincerely,

John Egitto
Town Water Plant Operator