



SIT BACK AND ENJOY THE RIDE

By Kevin Miller & Morris Coolidge | Technical Assistance Providers

To our members, we extend our very best wishes and hope all is well! Every day has hours of work with its challenges. As a team, we strive to provide the best services possible to each and every water and wastewater system here in New York. Our onsite requests take us to virtually every section of the state, including mobile home parks which number nearly 3,000 in New York State. Visit our website www.nyruralwater.org to view the many services our staff provide.

The office staff field many calls and emails, forwarding the requests to the appropriate field staff technician for response. They are the glue that binds this association together, working diligently on behalf of both our system and associate members. Many times when calling, the office staff will forward your information to the appropriate field person that covers your area or give you the cell number to connect directly to the technical assistance provider. From here we start troubleshooting and determine whether it is an emergency. There are times by email, text or phone, we can even correct the problem by always working together. We need to be good listeners in order to help.

One sunny winter day there was a call that a community needed water line locating done in Central New York. This reminded us how important maps and records are, but in most cases, systems have little to no documented material. When locating is an issue, NYRWA technicians have equipment that can locate these lines, and we will assist you with documentation. There are many easy to use mapping tools on the market today that are inexpensive and can help you map and maintain your assets. Many of our calls are for locating leaks and we have equipment for that too! It was 7 in the morning and the technician was on their way. Most of the trip was on the thruway and it would take at least 2 hours even with GPS. Arrangements were made to arrive by 9:30. The truck is equipped by bluetooth to answer calls while on the road if needed.

After getting off the thruway and still heading east to the destination, the technician could see something in the distance. As they approached it appeared to be a bald eagle's nest that was in full view on top of an electric pole. What an awesome view and a picture was taken.



Bald Eagle's Nest on Top of Electric Pole.

Once the four ways were turned off it was back on the road again and the arrival was made by 9:30. The person who made the call was there awaiting. Working together, we were able to locate the 4" plastic water line and we documented the line in the records on a map for them for future needs. There are times when "witching sticks" are used to locate lines even when sophisticated equipment can't get a signal. The technicians are skilled enough to use this other way of locating lines and this happened to be the case that day. Looking back, maybe its those rods that had an eagle's eye.

If your system needs help locating water lines or any of other technical service that NYRWA provides, please contact either of our NYS Technical Assistance Providers.

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