



NOTHING MORE, NOTHING LESS, NOTHING ELSE

By Kevin Miller | Technical Assistance Provider

We hope all of our members are safe and healthy during these difficult times. Maybe this article can keep us focused on positivity, even through the toughest of times. It was midway through March when we found out that most of our work had to be done at remotely, limiting contact with members in the field. Even though we were recognized as an essential service, staying home was safest for everyone. Only an emergency call would allow us to travel to a water or wastewater system. This would be a challenge, but staying positive and working together would allow us to find a way to help members, communities, and our neighbors.

A plan was developed by NYRWA, and remotely we were able to reach out and do a Systems Needs Survey. The survey was very helpful, allowing us to make contact with utility personnel and document their needs. The survey quickly identified the need for masks, and NYRWA initiated a plan to purchase disposable masks and make them available to our members at actual cost. Thank you to our members who participated in the surveys!

When it came time to distribute the masks, it was an easy task, and provided us the opportunity to see some of you again. We all worked together in choosing a location as to social distance, and to also keep the driving at a minimal. Once we met, it felt good to see one another, and actually speak in person. Hearing different situations, and how they have handled it, was so important. It is at times like this that many of us learn a simpler way. Maybe it's because we are better listeners during a time when something has our utmost attention. The cost savings can be unstoppable too!

There was an emergency call from a Mobile Home Park in central NY which demanded an onsite visit immediately. Remembering the drive that day and the effect it had, makes us realize and absorb even more, the moment we lived through. Only big trucks traveling on the road could be seen. Imagine going to a store, and once you get inside there is nothing to purchase. Practically everything we obtain comes

by a truck driver, one way or another. Imagine a water system without getting a delivery?

It was late morning when we arrived, and it was time for us to deliver our expertise. The water system had nearly 30 mobile home units that were connected, and some were without water. To get started we needed to wear the required protective gear. For us, this was the first time to wear a mask while working and it gave a sense of security for others. Working together with the park staff we surveyed the entire area and located the problem. Many of our calls are for leaks, and this day was no exception. This completed task was able to get the system back to normal operation. We also discussed what kind of upgrades that the system might want to consider for the future. We always take the approach of keeping people safe at a reasonable cost.

As of today, the system is installing more main line valves, so areas can be isolated better in the park should there be any more water leaks.

We have learned how helpful technology can be and is being used more than ever. Who would have thought that the creativity of

facetime on a smartphone would be so helpful and positive especially during such a challenging time?

In closing we are doing better than we deserve. Words are powerful especially when we listen carefully to what is being said and with that, stay safe everyone.

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

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