



## Trenton Water Works

### Public Education Forums: Goal, Overview, Schedule

**Administrative Office**  
333 Cortland Street  
Trenton, NJ 08638

**Tel** 609.989.3208

Updated | September 13, 2018

## What Residents, Customers and Stakeholders Need to Know

### Goal

Organize and execute a **Public Education Forum** in Trenton Water Works' (TWW) service area that will give participants—including residents, customers and other stakeholders—access to in-depth information about the capital city's 200-year-old public water utility. Specifically, the forum will address TWW's water-filtration plant and water system distribution operations; methods of maintenance; current and future capital projects, including the Pennington Reservoir Covering Project; implementation of corrosion control; improvements to customer-service delivery; and improved communications with internal and external communities.

A successful forum was executed in Trenton at City Hall on June 20 and will be replicated in Hamilton, Hopewell, Lawrence, and Ewing townships by the end of the calendar year. TWW will continue to develop, generate and measure new methods (both print and digital) of communicating its fundamental work and responsibility to produce high-quality drinking water that is in compliance with state and federal water-quality regulations. TWW will transform its operations in the years ahead, turning short-term operational and regulatory compliance challenges into building blocks of long-term success.

### Overview

The **Public Education Forums** are designed to encourage attendees—residents, customers, public officials—to ask in-depth questions and get comprehensive answers from TWW representatives. The forum format is straightforward: Representatives will be on-hand at the two-hour forums, staffing tables where attendees can explore such TWW-related topics as the science of water treatment, lead in drinking water and localized sources of lead, the water utility's corrosion control strategy, and its Lead Service Line Replacement Program, which is replacing lead connectors or "goosenecks" at service-area residences.

Other forum discussion topics will include cyber security; a long-standing plan to cover the 100-million-gallon Pennington Avenue Reservoir; and how GIS mapping and other data are used to guide operations, maintenance and planning.

## Schedule

<b>Hamilton</b>	<b>Hopewell</b>	<b>Lawrence</b>	<b>Ewing</b>
Thursday September 13th 6-8 p.m.	Wednesday October 10th 7-9 p.m.		Wednesday September 19th 6-8 p.m.
Senior Center 409 Cypress Lane <b>Hamilton</b>	Stony Brook Elementary School 20 Stephenson Road <b>Pennington</b>		Ewing Senior Community Center 999 Lower Ferry Road <b>Ewing</b>

 The scheduling of Lawrence Township's Public Education Forum is in process.

Here is a description of the five staffed tables:

### Table 1

**Welcome.** Lori Gallon and Kim Muse of TWW's Customer Service Department will greet attendees as they arrive. Lori and Kim will answer customer-service-related questions and distribute a four-color flyer that explains the city's Code**RED** Emergency Broadcast System and encourages residents to register online to receive notifications from the Reverse 911 or "Robocall" system. This system is used when the water utility needs to convey critical information about its ordinary activities, including changes to customer-service policies, or an emergency.

### Table 2

**Administrative Consent Order (ACO) Information.** Andrew Pappachen (W-4 and T-4 Operator) and Ian Miller (W-4 and T-4 Operator) will engage interested attendees about the ACOs (1 and 2): how the water utility is working diligently to comply with the orders; and a general overview of the New Jersey Water Quality Accountability Act and its impact on public and privately run water utilities in New Jersey. Andrew is a charismatic engineer, scientist and author with more than 40 years experience in the water industry.

### Table 3

**Lead Service Line Replace Program Information.** Stephen Scardone, of Engineering, Sandra (Sandy) Kutzing and Rina Dalal of CDM Smith (developer of the Lead Line program) will engage attendees with detailed information regarding TWW's Lead Line Service Replace Program and what it means for improving water quality. Any exchanges with attendees will involve educational material intended for public education about the water-utility's work to eliminate locally occurring lead in the drinking water of homes in our service area. This will include a trifold brochure "Trenton Water Works Lead Service Line Replacement Program," and a refrigerator magnet that promotes the public-education website, [twwleadprogram.com](http://twwleadprogram.com).

### Table 4

**Lead Gooseneck Cutaway and GIS Mapping.** Tim London, a water utility Water System Distribution Technician in our Engineering Department, will help attendees learn about lead goosenecks, see a cutaway of one, check to see if a homeowner has one in his or her service to a water main, and learn how we use GIS mapping and data to manage the water utility's water-distribution system.

## **Table 5**

**Water Treatment and Water Quality.** Theresa Ponella and Diasia Brooks, of TWW's water filtration plant, will answer questions regarding the science of water treatment and the technology that the water utility uses to produce on average 27 million gallons of drinking water per day.

## **TWW Team Deployment**

### **Table 1**

#### **Welcome**

Lori Gallon – Customer Service Department  
Kim Muse – Customer Service Department

### **Table 2**

#### **Administrative Consent Orders (1 and 2)**

Andrew Pappachen (W-4 Operator of Record)  
Ian Miller (T-4 Operator of Record)  
Wade Trim

### **Table 3**

#### **Lead Service Line Replacement Program**

Stephen Scardone - Engineering  
Sandra Kutzing – CDM Smith  
Rina N. Dalal – CDM Smith

### **Table 4**

#### **Lead Gooseneck Cutaway, GIS Mapping**

Timothy (Tim) London – Engineering  
Steve Scardone – Engineering

### **Table 5**

#### **Water Treatment and Water Quality**

Theresa Ponella – Water Filtration Plant  
Diasia Brooks – Water Filtration Plant

### **Roving**

Dr. Shing-Fu Hsueh, Ph.D., P.E., P.P., Director  
Kristin Epstein, P.E., Assistant Director  
Michael Walker, Management Specialist

---

*This report, including the **CodeRED** flyer, was prepared by Michael Walker, Management Specialist for Trenton Water Works (TWW). It provides a comprehensive overview of the water utility's Public Education Forums. Questions concerning the upcoming forums or this report should be referred to Michael at [mwalker@trentonnj.org](mailto:mwalker@trentonnj.org) or (609) 989-3033.*

This page intentional left blank to introduce the **CodeRED Emergency Notification System** flyer on the next page. The flyer can be printed by the reader separately from the rest of the document.



## Trenton Water Works

### CodeRED Emergency Notification System

Administrative Office  
333 Cortland Street  
Trenton, NJ 08638

Tel 609.989.3208

## What You Need to Know

### What Are CodeRED Emergency Notification Services and Why Are They Important?

Trenton Water Works (TWW) uses Trenton municipal government's CodeRED Emergency Broadcast System, also known as a Reverse 911 or "Robocall" system, to notify residents about water-quality issues, boil-water alerts, water-service outages and restorations, and water-quality emergencies. The system can target all residents in TWW's service area down to a single address. Customers' cell phones, cable-based phones, internet-connected phones, or conventional landline phone numbers must be registered with the CodeRED system to receive a call, text message or e-mail notification from the system.

### Why Register?

The city's CodeRED Emergency Notification System can send precise emergency messages and instructions no matter where you are, provided that your cell phone and physical address are registered with the system. Take a few moments to establish an account at CodeRED's website. You can click on a link to the CodeRED website from the homepage of the city of Trenton's website at [trentonnj.org](http://trentonnj.org). Registration takes less than five minutes. We encourage residents and customers to assist the elderly in registering for this important service, which, in addition to Trenton Water Works, is used by first responders to aid in disaster recovery and rescue efforts in case of a natural disaster or other emergency.

### Don't Miss Life-Saving Alerts

**Please do not rely on TV, radio, social media or word-of-mouth for water quality emergency information.** By the time you receive instructions that apply to your area, it could be too late. We recommend that you register your cell phone (preferable) and physical address, including your e-mail address and conventional home phone, whether the service is cable or internet-based.

### Instructions to Register for CodeRED:

- 1 Visit Trenton's website at [trentonnj.org](http://trentonnj.org). Click on CodeRED link at the bottom of the homepage.
- 2 Create an account by setting up a user name and password.
- 3 Fill in the requested fields, follow the prompts—enter your name, physical address, how you wish to be notified—and agree to the terms and conditions to complete the registration.