

## Newsletter Contributors

Gary Albertson • Ray Cywinski • Jim Glozzy • Mary Gustofson • John Hroncich • Nancy Roettger • Michelle Vaccarino

## Watermark NEWS



## National Drinking Water Week—United Water Celebrates National Drinking Water Week

May 6 – 14th was National Drinking Water Week. The New Jersey American Water Works Association (NJAWWA) encouraged United Water as well as other utilities throughout New Jersey to promote and support National Drinking Water Week. The theme for this year was “Wonder of Water”. The purpose of this event is to raise awareness of water as a natural resource and to acknowledge the professionals who work behind the scenes to ensure quality water 24 hours a day, 365 days a year.

There were a variety of professional and social events planned throughout the week. Additionally, companies were asked to recognize this occasion by sponsoring student art and poster contests, posting Drinking Water Week reminders in company newsletters, conducting tours, hosting lunches, sponsoring awards ceremonies, creating lobby displays or offering promotional handouts.

United Water Toms River partnered with NJAWWA to promote National Drinking Water Week by sponsoring a poster contest in the Toms River Schools. For the second year in a row, Washington Street Elementary School in Toms River was recognized by the NJAWWA for their participation and Mrs. Yorke's third grade class was the lucky recipient of a classroom pizza party. United Water also presented Mrs. Yorke with a gift certificate to a local teacher's supply store for having 100% student participation in the contest and 3rd grader, Patrick Criss, received a \$50 gift certificate to Barnes and Noble bookstore for his winning poster entry.



School Water Convention Art

In addition to those festivities, our own Sonja Clark attended a taping of the Today Show in NYC on May 7th to help promote National Drinking Water Week. The water drop mascot and members of the NJAWWA were there promoting National Drinking Water week, waving to customers walking by and shaking hands with Matt Lauer and Meredith Vieira to give NJAWWA as much national coverage as possible. Lunch. Thanks and appreciation goes out to all of the employees who help to provide safe, clean, drinking water every day.

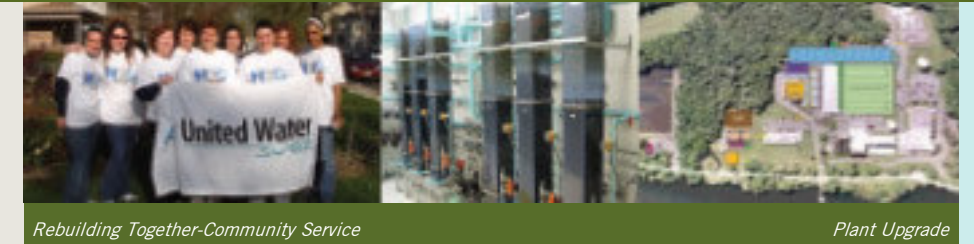
## GM Update

All of the United Water New Jersey Division companies are preparing for the peak summer season plumage. The United Water New Jersey and United Water Jersey City reservoirs are close to full and the Rahway River which is the main source of supply for United Water Rahway is running at a normal level for this time of year.

United Water New Jersey has added another wholesale customer in Ridgewood. Infrastructure improvements are being constructed to provide some service to the town in 2007, and full service by the summer of 2008.

We are also planning many improvements throughout the distribution system in the next few years to continue to improve service to both our retail and wholesale customers.

We are in the final stage of the discovery phase of the United Water New Jersey rate case which will then lead to comments by the NJBPU, hearing and testimony, and a final decision on the rate relief that we are seeking. A key component of this rate case is that United Water is requesting that the



Rebuilding Together-Community Service

Plant Upgrade

water companies of United Water Mid Atlantic and United Water Lambertville companies become part of United Water New Jersey. Pilot Plant United Water New Jersey should receive the final report on the NJBPU management Audit probably by the end of June. I will discuss the results of the audit in the next newsletter if available.

A team has been assembled to respond to a Request for Proposal (RFP) for the Jersey City operations contract to begin in February 2008. The United Water Jersey City staff has done an exceptional job in running the project for the last 10 years.

We have dramatically improved the plant operation and have not had a compliance issue since inception. Customer service has increased collections by almost 90% and has improved answer and response time to customer calls and complaints.

Actual meter reads have consistently been at or above 95%, and our field staff has responded promptly and efficiently to every main break and service leak in the city as well as professionally managing the valve and hydrant maintenance programs. budget that will help to improve water quality and service to its customers in the near future and beyond.

Enjoy the summer and let's hope for an

—Jim Glozzy, General Manager

occasional rain shower to replenish the reservoirs.

## Passaic Valley River Paddle Relay

*Canoeing the United Water Way*

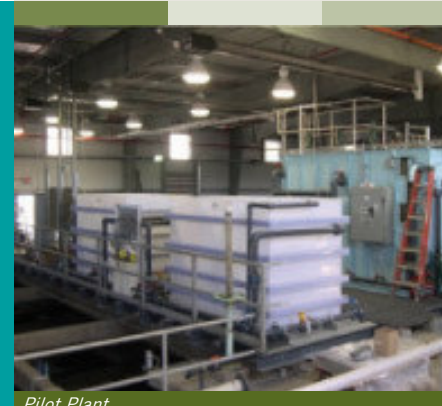
The Lower Passaic and Saddle River Alliance (also known as WMA4) organized a canoe/kayak race called the Passaic River Paddle Relay on Saturday, May 12, 2007. United Water's team consisted of Anthony Bruno and Richard Musicant – 1st leg of the relay, Scott Dzadik and Carl Boyd – 2nd leg of the relay and Stanley Bagniuk and Ray Cywinski – 3rd leg of the relay. Although the United Water team did not win, they get an “A” for effort (no mention of the capsizing....). first place.



## Haworth Upgrade

*United Water New Jersey Launches \$105M Upgrade to the Haworth Water Treatment Plant*

The engineering and operations team have recently concluded an extensive planning phase that has identified a comprehensive scope of improvements. A major element of the planning phase was the operation of a pilot plant that has been used over the past year to test alternative treatment technologies and combinations. Ultimately the pilot plant validated and demonstrated the effective performance of the planned upgrades, and will continue to be used to fine-tune and optimize the process.



Pilot Plant