

## "HOT TOWN, SUMMER IN THE CITY"



In 1966, The Lovin' Spoonful could manage to transform urban summertime misery into the still-catchy "Summer in the City." This summer, DEP's operating and outreach bureaus are working at all levels to beat the heat.

With record heat comes record water consumption. The City's flows for last week peaked on July 6 at 7:00 pm, with New Yorkers

using water at an astounding rate of 1.9 billion gallons of water per day. While not a record-setting amount, it's significantly higher than the average rate. Thirsty New Yorkers looking for relief drank some of that water out of DEP's Water-On-the-Go fountains. These portable drinking water fountains will provide New Yorkers with fresh, great-tasting water at outdoor events through Labor Day ☺.

(Continued on reverse side)

## Spotlight on Safety

### Heat Exhaustion/Sunstroke

Excessive heat causes accidents in many ways. It becomes more difficult to concentrate on the job, you sweat, you get tired and nervous, and begin making errors in judgment. When the temperature exceeds 90°, everyone needs to be aware of the danger signs.

#### How to prevent heat exhaustion:

- Avoid consuming alcohol and ice water while working.
- Drink plenty of cool fluids; citrus or fruit juices work best.
- Wear light, loose clothing.
- Replace lost body salts.

#### How to recognize heat exhaustion:

- A person is dazed, staggers or becomes dizzy.

- Lack of sweating
- There is a feeling of nausea or vomiting; the person also can feel chilly.
- Their face looks pale.
- There is a weak pulse and body temperature is below normal.

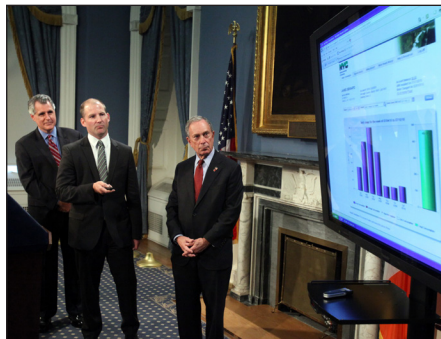
#### What to do:

- Call for emergency medical assistance.
- Keep the victim lying down with their head lower than their feet.
- Loosen the victim's clothing.
- Give fluids if possible. Avoid ice water and alcohol.

At DEP, everyone is responsible for safety. If you or anyone on your team is concerned about your working conditions, it's okay to ask your supervisor or your bureau's EHS liaison how they can help. If you've still got questions, you can call the EHS Employee Concerns Hotline. It's DEP's responsibility to acknowledge and fix unsafe situations, procedures, and practices. With your help, we'll not only get the job done, we'll make it safer for ourselves, our coworkers, our families, and our city.

CALL (800) 897-9677 OR SEND A MESSAGE THROUGH PIPELINE. HELP IS ON THE WAY. ☺

## Commissioner's Corner



Yesterday, I joined **Mayor Bloomberg**, Deputy Mayor for Operations **Stephen Goldsmith**, and City Councilman **James Gennaro** to launch AMR Online, a new web tool that will revolutionize the way we provide information to our 834,000 customers. Since March 2009, our Bureau of Customer Services has been installing Automated Meter Readers—devices that transmit water meter readings to DEP through the City's wireless network—at homes and businesses throughout the five boroughs. The website enables our customers to log on and view their water use and how much it costs whenever they want. You can read more about the announcement here ☺ or check out the great media coverage here ☺.

We are making this investment because when customers know more, they can save more. AMR Online is being launched in phases, starting in the Bronx, where residents can register here ☺. The remaining boroughs will be live by the first week in September. Special thanks to BCS Deputy Commissioner **Joe Singleton**, Project Director **Purna Movva**, OIT Assistant Commissioner **Cecil McMaster** and their teams for outstanding work on this critically important project. And this wouldn't have been possible without the wireless network that carries millions of reads every day, thanks to DOITT Commis-

sioner **Carole Post** and her team.

Last week, Deputy Commissioners **Jim Roberts**, **Vinny Sapienza**, **Kevin McBride**, **Joe Singleton**, and their teams in BWSO, BWT, DEP Police, and BCS combated unprecedented heat...and won. When it gets that hot, power demand in the

City skyrockets, and our wastewater treatment plants have to do everything they can while maintaining treatment to reduce demand and conserve energy so that more power is available to meet the increased energy needs of homeowners and businesses.

To beat the heat, some residents go no further than the fire hydrant on their block, which can release more than 1,000 gallons per minute if the hydrant is opened without a sprinkler cap attached. With help from NYPD, FDNY, and OEM, we had dozens of extra crews on the ground shutting off illegal hydrants throughout the City.

Opening a hydrant without a cap is not only extremely dangerous, it's illegal. Open hydrants can cause localized drops in water pressure that could interfere with FDNY's ability to fight a fire; and the force of water discharged from an open hydrant is strong enough to knock adults and children into the street. These dangers can be avoided by getting a sprinkler cap from your local fire company, or visiting the pools and beaches that the Parks Department operates all summer. If you see an open hydrant, please call 311. To learn more, check out this week's feature story, and watch some of the news coverage ☺.

## Focus on the Field



Field Operations **Tasos Georgelis** deployed hydrant patrols throughout the five boroughs and set up two command posts targeting especially problematic areas. According to Tasos, “although last week’s open hydrant complaint numbers are the highest they have been in several years, it was much worse before custodial locks were installed on fire hydrants”.

During this recent heat wave, crews from the Bureau of Water and Sewer Operations (BWSO) have been focusing their attention on illegally opened hydrants. From July 5th through 8th, DEP received and handled over 5,000 complaints for illegally opened fire hydrants. Pipeline wants to thank the crews for their hard work behind the scenes to the people and City of New York. DEP has to keep the City’s 109,000 fire hydrants closed to maintain water pressure for the Fire Department and to make sure that no one is hurt by the force of gushing water.

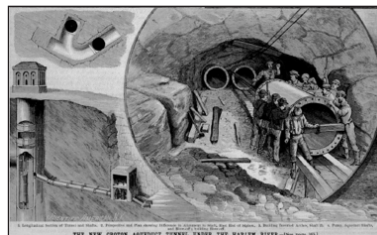
To address last week’s complaints, BWSO Director of

In response to open hydrant complaints, each crew on hydrant patrol was out on the street shutting down the hydrants to keep New York City safe. Sometimes there are crowds gathered around the open hydrants and impede DEP’s crews, and at times NYPD and DEP Police are called to help with crowd control and related safety concerns. Keeping New York City running isn’t easy, and sometimes it’s not pretty. But the work these crews do to protect the eight million residents of the City is nothing short of extraordinary.

## DEP: Then & Now

### Then:

This drawing from the Scientific American published on September 14, 1889, depicts the construction of the then new Croton Aqueduct Tunnel under the Harlem River.



### Now:

Recent construction at the Croton Water Filtration Plant in Van Cortlandt Park in the Bronx. Under Mayor Bloomberg’s PlaNYC initiative, DEP is working to ensure the long-term viability and sustainability of our truly historic water supply system. The Croton Water Filtration Plant project is moving ahead to meet this goal. It will also create redundancy for aqueducts to New York City. The Croton plant will have the capacity to filter 290 million gallons a day of water, and is one of DEP’s initiatives to ensure that New Yorkers enjoy a reliable water supply into the next century.



## Did You Know?


... there are over 220,000 valves on the water distribution system. These valves connect hydrants and other key components of the system and allow DEP to shut off the flow to the hydrant or control the flow within it.

During critical fire emergencies, DEP will often be on scene helping the Fire Department maintain adequate supply and pressure for fire-fighting by operating the appropriate valves.

### “Hot Town, Summer in the City” - continued

And as demand stays high, it’s more important than ever for DEP’s customers to have instant access to their accounts. DEP is in the process of installing 834,000 Automated Meter Readers City-wide. Through yesterday, 385,000 or 46% of the Agency’s customers were installed with an expected completion date of all installations by January 2012. Using the City’s new AMR Online, account holders will have access to information four times a day instead of four times a year, so homeowners and businesses will be able to quickly detect and fix a leak, and ultimately see the benefits of conservation on their bottom line.

Staying cool is important, but it’s more important to stay safe. Illegally opened hydrants are dangerous: the water can come out at 70 pounds of pressure per square inch, which is quick enough to fill an Olympic-sized swimming pool in an hour. Illegally opening a hydrant carries a fine of \$1,000, 30 days in prison, or both.

Public outreach has helped promote hydrant education in community boards with historically high open hydrant complaints. There are always alternatives to staying cool, such as getting a spray cap free of charge from a local fire station. A spray cap attached to a fire hydrant limits the flow of water, and helps maintain pressure in the local area. The New York City Department of Parks and Recreation also offers a website where you can browse for nearby public swimming pools, accessible beaches, and recreation centers .

DEP’s public education efforts have significantly reduced the number of illegal hydrant complaints in target areas. In 2008, Manhattan Community Board 12—which includes Inwood and Washington Heights—saw a 34% reduction in the number of complaints from 2007.

With everything going on, DEP’s work this summer is pretty cool.


## Milestones

Best wishes to **Wilbert Evans**, BWS, who is retiring on July 16.


Congratulations to **Natasha Harper-Nguer**, BCS, and her husband **Elhadji** on the birth of their son, **Elijah Abdulla Sayd Nguer** on July 4. Elijah is cooperatively sleeping for hours so his mother can get her rest.

Congratulations to **Mingzhao Shen**, BWT and his wife **Liaoliao Wang** on the birth of their son on June 22. All are doing well.

## Event Calendar:

DEP’s NYC Water-On-the-Go fountains will be out Tuesday through Sunday every week through Labor Day. For specific information, click here .

If anyone is interested in volunteering to staff a Water-on-the-Go fountain, please contact **Eva Lynch** at 718-595-3487.

If you have any DEP related events coming up that you would like listed in the event calendar, please email us .

**We welcome your feedback! To submit an announcement or suggestion, please email us at: [newsletter@dep.nyc.gov](mailto:newsletter@dep.nyc.gov).** 