



THE FLOW N' GO

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SUPERINTENDENT NAMED ROTARY 'UNsung HERO'



Water and Sewer Superintendent Amy McHugh was named an 'Unsung Hero' by Rotary International and was also the recipient of the Paul Harris Fellow Recognition Award from the Rotary Club of Marblehead. The honors were bestowed during a ceremony held this past November at the Sheraton Hotel in Wakefield.

Ms. McHugh was appointed as assistant superintendent of water and sewer in 2010 and named superintendent in 2012. She is a graduate of Dartmouth College with a BS degree in civil engineering and of Wheaton College, where McHugh earned a BA degree in Mathematics.

During her tenure as superintendent, McHugh has overseen numerous major water, sewer, and drain projects in Marblehead.

These include the replacement of the Clifton sewer pumping station, rehabilitation of the Tedesco Street water pumping station, restoration of the Goldthwait Reservation drain system, rehabilitation of the sewer mains in the Greystone Road area, and cleaning and lining of numerous water and sewer lines around town.

And, by far, the largest infrastructure project that the town has undertaken in several years, the installation of an entirely new underground drain system in the Atlantic Avenue and Pleasant, Sewall, Spring and School streets area. This project alleviated what had been a long-time major flooding issue for downtown residents and businesses.

McHugh also initiated an on-going meter change-out program that replaces older water meters with new models and has been instrumental in installing and upgrading the SCADA (Supervisory Control and Data Acquisition) system, which monitors the pumps at several of Marblehead's sewer pumping stations.

The superintendent, who is a Marblehead native, continuously seeks out projects to improve our aging water, sewer, and drain infrastructures. She is certainly most deserving of these honors.

TIP OF THE QUARTER

Did you know ...

A two-inch diameter water pipe with 1.5-inches of insulation will freeze in just 4.6 hours when exposed to a temperature of 20 degrees Fahrenheit?

When you consider that most household piping is smaller at 3/4— to one-inch in diameter and is usually not insulated, one can deduct that it doesn't take long for the water pipes in your house to freeze.

For prevention tips, revisit past issues if *The Flow N' Go* at www.marblehead.org/water.

CONTACT INFORMATION

781 631-0102

781 631-2694

781 631-2670 (FAX)

[Marblehead.org/
waterandsewer](http://Marblehead.org/waterandsewer)

Superintendent
Amy McHugh

Assistant Superintendent
Gregory Burt

Office Manager/Editor
Paul Jalbert

Office Location
100 Tower Way
Building #11

Mailing Address
P.O. Box 1108
Marblehead, MA 01945

NEW ON-LINE PAYMENT SYSTEM ACCEPTS CREDIT CARDS

With the new year comes a new way to pay your water and sewer bill. As of January 1, a new company—City Hall Systems—began processing on-line payments. And they accept credit cards as well as bank payments.

Go to www.Marblehead.org for information and to sign up. City Hall Systems will charge a convenience fee of 2.95% of the payment amount. There is no fee for on-line bank transfer payments.

You can opt to receive an email notification of when a bill has been issued. There is also an option for automatic payments but we advise against that for paying your water and sewer bill because usage can fluctuate greatly depending upon the time of year.

We ask that everyone bear with us as we implement this new system and work out any potential kinks. Once fully operational, this should be a great convenience to everyone.

EVERYTHING YOU'LL EVER NEED TO KNOW ABOUT WATER

Over several years of researching material for articles appearing in *The Flow N' Go*, we have accumulated pages of interesting (though some may say useless) facts. Some of these tidbits may provide for an enlightening conversation at the dinner table or be used to impress your friends at your favorite drinking establishment.

Below, in no particular order and from numerous sources, is everything you'll ever need to know about water:

- On average, 17% of the water used in your home goes toward showering; 27% is used by the toilet; your faucets use 15%; your clothes washer 22%; miscellaneous uses take up 5%; and 14% is consumed by leaks.
- During the growing season, between 50 to 75 percent of a home's total water use may be for outdoor purposes. (Check your irrigation system each spring for leaks.)
- \$4.8 trillion needs to be invested in water infrastructure in the U.S. over the next twenty years to maintain a state of good repair. (Storm-water systems will require an additional \$298 billion.)
- 40% of water in America is used to produce the food we eat and the beverages we drink.
- It takes 40,000 gallons of water to manufacture one car.

- If drinking water and soda cost equally, your water bill would skyrocket more than 10,000%.
- 349 billion gallons of freshwater are drawn from lakes, rivers and creeks every day in the U.S.
- 46% of water used in the U.S. is used to manufacture the products we buy.
- The San Antonio Zoo uses approximately two million gallons of water each day to care for their animals.
- It takes 12,500 gallons of water each season to maintain each National Hockey League ice rink. (Collectively, the NHL uses more than 300 million gallons of water on their rinks each season.)
- It takes 2,110 gallons of water to make one pair of shoes.
- 1.7 trillion gallons of drinking water is lost each year due to faulty, aging, or leaking pipes.
- There are about 237,600 water main breaks every year in the U.S.

We have dozens more of these informative facts but we'll spare you from them for now.

So next time you're in a game of Trivial Pursuit and the question is, "How much water does the San Antonio Zoo use each day to care for their animals?" you'll know the answer.

PLEASE DRIVE WITH



We at the Water and Sewer Commission office enjoy having our customers visit us - whether it is to pay their bill, inquire about their water or sewer service, or just to pop in from time-to-time to say "Hi." Many of you bring your young children (who get to choose their favorite sticker) or their dog (who gets a dog bone or two).

(For those of you who don't know where our office is located, we are at 100 Tower Way, Building #11. Tower Way is off Village Street, not far from the bridge over the former railroad right-of-way. Just pass through the chain link fence at the base of the blue water tank. Our office is at the very end of the garage complex.)

When you do visit, we urge you to drive slowly and cautiously. This is a working public works yard with dozens of trucks and other vehicles entering and exiting throughout the day. Sight lines when backing out of a garage are often blocked by other parked trucks.

There are also employees crossing the driveway when they are getting in to or out of their trucks as well as customers doing business at the highway office or at the water and sewer office. It is a very busy area with a lot of vehicular and pedestrian traffic.

So one can easily understand when we ask visitors to drive slowly and to keep their eyes open when coming to our office.

In a match-up between a Smart Car and a dumb truck, my money is on the truck.



MARBLEHEAD'S REVERSE 911 NOTIFICATION SYSTEM

There is a water break on your street and you will be without water for several hours. The water department has hung a tag on your front door but you always use the side entrance to your house. You come home from work, go into the house through the garage, turn on the water to start cooking the potatoes for supper and ... no water.

You start to panic, thinking that a pipe

had burst in your basement. You start making calls ... to the police, fire department, water department, plumber.

All of this blood-pressure-raising anxiety could have been avoided if you had registered your cell phone on CodeRed, Marblehead's resident notification system.

Go to www.Marblehead.org and on the lower left of the home page, click on  and follow the

directions. You can select the type of notices that you want to receive.

Not only can you get a heads up when work is being done in your neighborhood but you can also receive reminders of when your real estate and excise taxes are due and other important notifications.

More importantly, you will receive warnings from the proper authorities during emergency situations.