

# Water District Releases Pinhole Report

BY HERALD STAFF

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The Plainview Water District announced recently the release of an inclusive, in-depth report on the pinhole leaks issue that has plagued some local residents. The report—prepared by nationally renowned water treatment experts Dr. Marc Edwards, Dr. Jeffrey Parks and Dr. Min Tang of the Virginia Polytechnic Institute and State University—can be found at the district’s website at [www.plainviewwater.org](http://www.plainviewwater.org) under the “Pinhole Pilot Program” tab.

“This report is the result of the rapid action taken by the Plainview Water District in response to pinhole leak issues in our community,” said Chairman of the Plainview Water District Board of Commissioners Marc Laykind. “The report maintains that an increase in alkalinity may help reduce pinholes. As of mid-October the entire Plainview Water District is running at much higher alkalinity, and the final phase of the alkalinity adjustment project is being completed.”

In order to investigate the issue, Edwards and his team collected multiple samples of copper pipes from Plainview and shipped them to Virginia Tech for forensic analysis. Additionally, a multitude of water samples were obtained from several of the source water wells and local businesses. Edwards



Water District commissioners review plans for alkalinity treatment infrastructure.

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— Amanda Field, Plainview Water District Commissioner

and his team of scientists were chosen due to their exhaustive experience and sterling reputations in the industry.

“The decision to consult with Dr. Edwards and his team at Virginia Tech for this report was, frankly, a no-brainer for us,” said Amanda Field, Plainview Water District Commissioner. “We take the pinhole issue in our community extremely seriously, and we wanted to hire the best possible researchers to evaluate this issue. Dr. Edwards’

team are the foremost experts on material corrosion in the country, and that’s why we acquired their expertise. Our customers expect nothing less.”

The report from Virginia Tech is just one part of Plainview Water District’s comprehensive Pinhole Pilot Program. The district is continually analyzing and responding to issues alongside its team of engineers and will incorporate the findings of this report into the district’s ongoing efforts. In addition to commissioning this report, the PWD also created a survey and disseminated it to its 10,500 customers. The survey—of which the district has already collected more than 1,600 responses—aims to collect information from residents who have experienced issues with pinhole leaks. Approximately 200 of the voluntary survey responses submitted by customers reflected that they had not had any issue with pinhole leaks. The purpose of collecting this information is to find commonalities between homes and plumbing systems that could be experiencing unexpected pinhole leaks.

“We are grateful for the responsiveness of our customers who are answering questions that will help us reduce the occurrence of this problem,” said Andrew Bader, Plainview Water District Commissioner. “We encourage all of our customers—regardless if they have experience a pinhole leak or not— to complete the survey that is available on our website and to complete it again if a new leak appears. This way we will be able to better gauge the impact the changes we’ve implemented are having.”

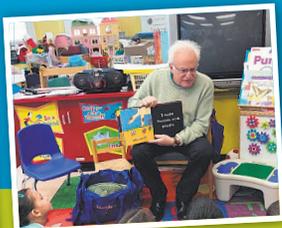
Customers experiencing an issue with pinhole leaks are encouraged to contact the Plainview Water District at 516-931-6469. In addition, the district requests that customers, even if they have not had an experience with pinhole leaks, take a few moments to fill out the pinhole leak survey located on the district’s website at [www.plainviewwater.org](http://www.plainviewwater.org). To receive updates from the Plainview Water District, send an email to this affect to [info@plainviewwater.org](mailto:info@plainviewwater.org).

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