

Sent: Wednesday, June 11, 2003 1:17 PM

Subject: 1/3 OF CITY WATER IS MISSING...BUT WHAT WAS ADDED?

Dear Aquathin Dealer in Canada;

This is one of the largest water accounting losses ever reported...predominately due to aging infrastructure's leaks. When pipes leak, it his "highly" probable the surrounding soil and whatever has percolated down to the pipe, has entered into the water flow. This is why you hear of boil water alerts when pipes burst. I would urge you to include this email into your educational presentations.

Warmest regards to all...as well, your comments are always welcome and very much appreciated.

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Market Updates - 6/11/2003 11:11:01 AM

One-third of city's treated water supply missing

KINGSTON, ONTARIO — More than one-third of Kingston's treated water vanishes each year and no one knows where it goes, according to Kingstonthisweek.com

Jim Keech, president and CEO of Utilities Kingston, struggled to provide city councilors with a clear answer. "This issue will continue to be ongoing," he said in the article.

An estimated 38 percent of treated water is unaccounted for each year, about double the water loss rate in most municipalities, the article stated.

The following theories exist:

- Kingston has an aging network of water lines, and many of them could be leaking and hard to trace.
- Illegal use of hydrants on construction sites is apparently a problem. A recent clamp-down on hydrant use by non-city workers resulted in the closure of most outdoor skating rinks last winter, the newspaper reported.
- Several homes or businesses in the former Kingston Township may still not be hooked up to water meters.
- City firefighters may be using more water than usual.

Keech admits in the article, reducing the water leakage rate to 15 percent — the target for best management practices — is an "ambitious target."

Councilor John Clements was stunned to learn that so much water vanishes from the system every year.

"Somebody pays for that," he told the news service.

Keech replied that all water users must shoulder the extra cost of paying for treated water that leaks from the system.