



2013 Consumer Confidence Report

This report contains important information about your drinking water.

Este informe contiene información muy importante sobre su agua beber.



Middletown Water & Sewer Department
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www.cityofmiddletown.com/water-sewer/main.htm.

The Middletown Water Department's consumer confidence report contains a summary of our water quality monitoring program completed during calendar year 2013. The Middletown Water Department is pleased to present this report to our consumers and notes that your water supply has once again met or surpassed all drinking water quality standards.

Important Terminology:

Abbreviations, Definitions, and Water Quality Measurement Units Listed in This Report

| | |
|---|---|
| AL = Action Level | The concentration of a contaminant, which if exceeded, triggers treatment or other requirements that a water system must follow. |
| TT = Treatment Techniques | A required process intended to reduce the level of contaminant in drinking water. |
| MCL = Maximum Contaminant Level | The highest level of a contaminant allowed in drinking water. Maximum Contaminant Levels are set as close to the Maximum Contaminant Level Goals as feasible using the best available treatment technology. |
| MCLG = Maximum Contaminant Level Goal | The level of a contaminant in drinking water below which there is no known or expected risk to health. Maximum Contaminant Level Goals allow for a margin of safety. |
| MRDL = Maximum Residual Disinfectant Level | The level a disinfectant added for water treatment that may not be exceeded at consumer's tap without adverse health effects. |
| MRDLG = Maximum Residual Disinfectant Level Goal | The level a disinfectant added for water treatment that may not be exceeded at consumer's tap without adverse health effects. |
| MRR = Minimum Removal Ratio | The calculated value derived for Total Organic Carbon (TOC) percent removal. |
| NTU = Nephelometric Turbidity Units | A measure of clarity of water. Turbidity more than five NTU is just noticeable to the average person. |
| ND = Not Detected | Not Detected |
| N/A = No MCL or MCLG | No MCL or MCLG established |
| pCi/l = Pico Curies per liter | A measure of radioactivity in water. |
| ppm = Parts per million | A measure of the concentration of a substance, analogous to one (1) penny in \$10,000 dollars. |
| ppb = Parts per billion | Parts per billion. A measure of the concentration of a substance, analogous to one (1) penny in \$10,000,000 dollars. |

Potential Sources of Regulated Contaminants Listed in This Report

| Substance | Potential Sources |
|------------------------------|--|
| Total Coliform Bacteria | Naturally present in the environment |
| Lead | Corrosion of household plumbing systems; Erosion of natural deposits |
| Chlorine | Water additive used for disinfection |
| Chloride | Naturally occurring in the environment |
| Copper | Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives |
| Barium | Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits |
| Fluoride | Erosion of natural deposits; Water additive which promotes strong dental enamel |
| Gross Beta Emitters | Decay of natural and man-made deposits |
| Gross Alpha Emitters | Erosion of natural deposits |
| Nitrate (as Nitrogen) | Runoff from fertilizer use; Leaching from septic tanks; sewage; Erosion of natural deposits |
| Radium 226, 228 | Naturally present in the environment |
| Total Organic Carbon (TOC) | Naturally present in the environment |
| Total Trihalomethanes (TTHM) | By-product of drinking water disinfection |
| Trichloroethylene | Discharge from metal degreasing sites and other factories |
| Turbidity | Soil runoff |
| Haloacetic Acids (HAA) | By-product of drinking water disinfection |

Potential Sources of Unregulated Contaminants Listed in This Report

| | |
|-----------------------|---|
| Sodium | Naturally occurring in the environment or run off from road salting |
| Sulfate | Naturally occurring in the environment |
| Dibromochloromethane | By-product of drinking water disinfection |
| Monochloroacetic Acid | By-product of drinking water disinfection |
| Radon | Naturally present in environment |
| Dichloroacetic Acid | By-product of drinking water disinfection |
| Bromodichloromethane | By-product of drinking water disinfection |
| Trichloroacetic Acid | By-product of drinking water disinfection |
| Chloroform | By-product of drinking water disinfection |
| Dibromoacetic Acid | By-product of drinking water disinfection |

How safe is my water?

To ensure that your tap water is of the highest quality, the U.S. Environmental Protection Agency (EPA) and the Connecticut Department of Public Health have established regulations that limit the amount of certain contaminants in drinking water provided by public-water systems. **A review of 2013 water quality data shows that your drinking water is within the standards set by both regulatory agencies.** In 2013, we tested your water for at least 60 different regulated contaminants. The regulated contaminants that were detected are identified in this report. Those that were detected were present in amounts that are allowed by state and federal regulations established under the Federal Safe Drinking Water Act.



The Middletown Water Department is not required to test for all regulated contaminants every year. Prior monitoring data and state and federal regulations establish time tables for which contaminants need to be tested and when. We are also required by Federal Law to analyze for unregulated contaminants to determine whether they are present. This report also shows that we tested for unregulated contaminants, and 8 unregulated contaminants were detected. Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

This report gives a summary of the Middletown Water Department's water quality. Our goal is to help you understand what's coming out of your drinking water tap.

Do I need to take special precautions?

All drinking water, including bottled water, can reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791.

People with severely weakened immune systems must be concerned about the water they drink because ingesting even slight amounts of waterborne parasites, bacteria, or viruses can cause serious health problems. Among those who should closely monitor water quality are persons with HIV/AIDS, chemotherapy patients, those who have undergone organ transplants, or anyone else with immune system problems. Consult your own physician if you have concerns. The EPA and Center for Disease Control provides guidelines on the appropriate means to lessen the risk of infection by microbial contaminants. Information is also available from the Safe Drinking Water Hotline at (800) 426-4791.

Copper and lead contaminants may also pose a health risk. The risk comes from the corrosion of household plumbing systems and erosion of natural deposits. Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease should consult their personal doctors. Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink water containing lead in excess of the action level over many years could develop kidney problems or high blood pressure. The lead and copper rule established an action level of 15 ppb (parts per billion) for lead and 1.3 ppm (parts per million) for copper based on the 90th percentile level of tap water samples. This means that no more than 10 percent of the samples can be above either action level. The Maximum Contaminant Level Goal (MCLG) for copper is 1.3 ppm; there is no MCLG for lead. The test frequency for lead and copper is determined by state and federal regulatory agencies with sampling conducted at the consumer's tap. The MWD's copper and lead testing results comply with federal and state standards and the MWD is currently under a reduced monitoring program for copper and lead testing. Lead and copper were tested in 2013.

What does the Middletown Water Department do to assure your drinking water complies with federal and state standards?

The drinking water that reaches your tap goes through a multi-step multi-barrier treatment process.

RESERVOIRS & AQUIFERS: Our source water protection program focuses on pollution prevention and watershed management. We protect over 1,400 acres of land in our watershed and manage it carefully. We vigilantly monitor the quality of the water and all activity on the surrounding land, constantly watching for potential activities that could contaminate the reservoirs and aquifers that are used as the sources of your tap water. In addition, the City has created zoning requirements that establish an aquifer protection area for the well field. This zone restricts certain activities that could potentially pose a risk to the aquifer.

TREATMENT: Aquifer water is naturally filtered underground and then filtered once more in our John S. Roth water treatment plant. Reservoir water is treated at our Charles B. Bacon water treatment plant. The treatment process is comprised of coagulation, flocculation, sedimentation, and filtration to remove impurities. Both reservoir and aquifer water are disinfected with chlorine to kill microbes that can cause illness. We also add fluoride to prevent dental decay and phosphate to minimize corrosion of pipes.

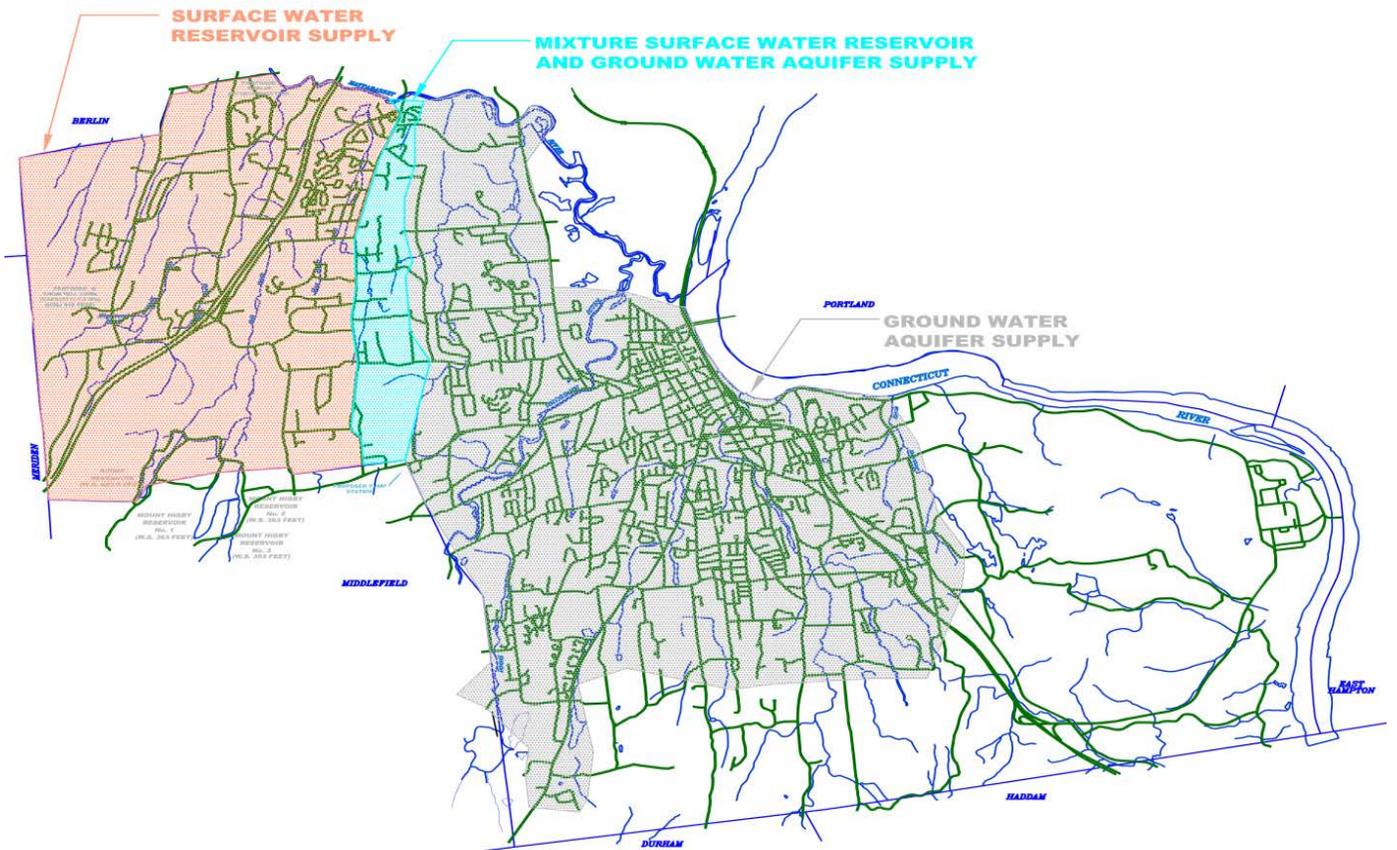
DISTRIBUTION: The treated or finished water is delivered to you through a 181-mile-long network of pipes, pumping stations, and storage tanks. We carefully maintain our extensive distribution system to insure that high quality water is available when you turn on your tap.

QUALITY CONTROL MONITORING: To make sure that your water is consistently of high quality, our chemists, microbiologists and water treatment plant staff completed over 700 tests per month in our laboratory and those of our two contracted laboratories. We collect and test samples from numerous locations that are approved by the Conn. Dept. Public Health throughout the water distribution system, within our water filtration plants, and from the aquifer prior to treatment. Based on these tests – which are regularly reported to state officials – the water we deliver to you is within all state and federal quality standards.



Where does my water come from?

There are four reservoirs and one ground water aquifer that provide you with potable water. Aquifers are natural sand, gravel and bedrock formations below the surface of the ground that are saturated with water. Over 70 percent of the tap water that the Middletown Water Department produces comes from the aquifer located along the Connecticut River. The map provided on this page depicts areas of our two sources and an area where the water may be a blend of each source. During times of high demand the area of contribution between the sources can change. We can and have at times provided 100% of the City's supply from the aquifer source. The water is distributed to the region through a network of pipes, pumping stations and storage tanks. Because of this interconnected distribution system, water from two sources may be combined in some neighborhoods. This blending of water permits us to not only meet your water demands, especially during a heat wave, but readily assures that water is available for firefighting or other emergencies. In 2013 the water department produced a total of 1.37 billion gallons of water with an average day demand of 3.76 million gallons. The charts on the following pages show the test results for the water that originates from the reservoirs and from the aquifers. Please note that the water coming from your tap could be from reservoirs, the aquifer, or a combination of both during the various times of the year.



Source Water Assessment Program

A source water assessment of the various water supplies used by the City of Middletown Water Department was completed by the Connecticut Department of Public Health, Drinking Water Division. The assessment reports are intended to provide an understanding of the potential risk of contamination based on specific risk factors for surface and groundwater sources. Middletown's overall susceptibility to potential sources of contamination was considered to be low for its surface water supplies because more than eighty percent of the watershed is owned by the City and is preserved as open space. The overall susceptibility to potential sources of contamination for the groundwater supplies was also considered to be low. Local aquifer protection regulations have been adopted by the community and less than 10 percent of the groundwater source area is developed for industrial or commercial uses. The complete report can be found on the Department of Public Health's website: <http://www.ct.gov/dph/publicdrinkingwater>

How can contaminants get into my drinking water?

As water travels over the surface of land or through the ground, it can pick up substances such as natural occurring minerals and other materials that may come from animals and human activity. Both untreated and treated water may include the following kinds of contamination:

INORGANIC COMPOUNDS such as salts and metals can be naturally occurring or a result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining and/or farming.

PESTICIDES AND HERBICIDES may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

MICROBIAL CONTAMINANTS such as bacteria and viruses may come from the sewage-treatment plants, septic systems, agricultural livestock operations, wildlife or other natural sources.

ORGANIC CHEMICAL COMPOUNDS including both synthetic and volatile organic chemicals, which are by-products of industrial processes, petroleum production, gas station operations, urban storm water runoff, or septic systems. Trihalomethanes and haloacetic acids are disinfection by-products that result from the use of chlorine as a disinfectant in water treatment.

RADIOACTIVE CONTAMINANTS can be naturally occurring or may be the result of oil and gas production.

RADON is a radioactive gas that you cannot see, taste or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. It can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water during showers, washing dishes, and other household activities. In most cases, however, radon entering the home through tap water is only a small portion of all the radon in indoor air. Radon is a carcinogen. Breathing air-containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air. Testing is inexpensive and easy. If the level of radon in your air is four picoCuries per liter of air (pCi/l) or higher, you need to take steps to reduce it. For additional information, contact the Middletown Health Department (860.638.4960), call your State radon program or contact EPA's Radon Hotline (800.767.7236).



Charles B. Bacon Water Treatment Plant (Higby Res.)

(Please see page 2 for the terminology and abbreviations used in these charts)

Treatment Plant Effluent (Water Ready For Consumption)

Surface water region-levels of regulated contaminants

| Parameter | MCL | MCLG | Highest Level Detected During 2013 | Compliance |
|-----------|---------------------------------|-------|---|------------|
| Turbidity | TT=0.3 NTU | 0 NTU | 0.07 NTU (Range 0.03 - 0.07) .04 Average | Yes |
| Turbidity | TT= Percent of samples <0.3 NTU | N/A | 100% | Yes |

| Parameter | MCL | MCLG | Minimum Removal Ratio During 2013 | Compliance |
|----------------------|-------------------|------|-----------------------------------|------------|
| Total Organic Carbon | TT = 1 ratio min. | N/A | 1.1 September, 2013 | Yes |

| Parameter | MCL | MCLG | Highest Level and Range Detected During 2013 | Compliance |
|-----------|-------|-------|--|------------|
| Fluoride | 4 ppm | 4 ppm | 1.19 ppm (Range 0.71 - 1.19), .90 Average | Yes |

| Parameter | MRDL | MRDLG | Average Level and Range Detected During 2013 | Compliance |
|-----------|-------|-------|--|------------|
| Chlorine | 4 ppm | 4 ppm | 1.74 ppm (Range 0.95 – 2.62) | Yes |

| Parameter | MCL | MCLG | Level Detected During 2013 | Compliance |
|-----------------------|---------|--------|----------------------------|------------|
| Barium | 2 ppm | 2 ppm | 0.004 ppm | Yes |
| Chloride | 250 ppm | N/A | 20.7 ppm | Yes |
| Nitrate (as Nitrogen) | 10 ppm | 10 ppm | 0.023 ppm | Yes |

Surface water region-levels of regulated contaminants (continued)

Disinfection byproducts

| Parameter | MCL | Units | Level Detected During 2013 | Compliance |
|------------------------------|--------|-------|----------------------------|------------|
| Total Trihalomethanes (TTHM) | 80 ppb | ppb | 37.2 ppb * | Yes |

* Individual sample and individual location.

Surface water region-unregulated components of disinfection byproducts

| Parameter | MCL | UNITS | Level Detected During 2013 | Compliance |
|----------------------|-----|-------|----------------------------|------------|
| Bromodichloromethane | N/A | ppb | 5.9 ppb | N/A |
| Chloroform | N/A | ppb | 30.6 ppb | N/A |
| Dibromochloromethane | N/A | ppb | 0.7 ppb | N/A |

Surface water region-levels of unregulated contaminants

| Parameter | MCL | Units | Level Detected During 2013 | Compliance |
|-----------|-----------------------|-------|----------------------------|------------|
| Sodium | Notification Level 28 | ppm | 17.6 ppm | N/A |
| Sulfate | N/A | ppm | 4.8 ppm | N/A |

John S. Roth Well field and Treatment Plant

(Please see page 2 for the terminology and abbreviations used in these charts)

Treatment Plant Effluent (Water Ready For Consumption)



Ground water region-levels of regulated contaminants

| Parameter | MCL | MCLG | Highest Level and Range Detected During 2013 | Compliance |
|-----------|-----------|-------|--|------------|
| Turbidity | TT= 5 NTU | 0 | 0.79 NTU (Range 0.04 - 0.79), 0.06 Average | Yes |
| Fluoride | 4 ppm | 4 ppm | 1.80 ppm (Range 0.69 - 1.80), 0.89 Average | Yes |

| Parameter | MRDL | MRDLG | Average Level and Range Detected During 2013 | Compliance |
|-----------|-------|-------|--|------------|
| Chlorine | 4 ppm | 4 ppm | 1.39 ppm (Range 0.77 - 1.94) | Yes |

| Parameter | MCL | MCLG | Level Detected During 2013 | Compliance |
|-----------------------|---------|--------|----------------------------|------------|
| Barium | 2 ppm | 2 ppm | 0.028 ppm | Yes |
| Chloride | 250 ppm | N/A | 19.3 ppm | Yes |
| Nitrate (as Nitrogen) | 10 ppm | 10 ppm | 0.040 ppm | Yes |

Disinfection byproducts

| Parameter | MCL | Units | Level Detected During 2013 | Compliance |
|------------------------------|--------|-------|----------------------------|------------|
| Total Trihalomethanes (TTHM) | 80 ppb | ppb | 17.0 ppb* | Yes |

* Individual sample and individual location.

Ground water region-unregulated components of disinfection byproducts

| Parameter | MCL | UNITS | Level Detected During 2013 | Compliance |
|----------------------|-----|-------|----------------------------|------------|
| Bromodichloromethane | N/A | ppb | 3.4 ppb | N/A |
| Chloroform | N/A | ppb | 13.0 ppb | N/A |
| Dibromochloromethane | N/A | ppb | 0.6 ppb | N/A |

Ground water region-levels of unregulated contaminants

| Parameter | MCL | Units | Level Detected During 2013 | Compliance |
|-----------|---------------------------|-------|----------------------------|------------|
| Sodium | Notification Level 28 ppm | ppm | 20.4 ppm | N/A |
| Sulfate | N/A | ppm | 6.8 ppm | N/A |

Distribution System (System Wide Service Area)

System wide levels of regulated contaminants for reservoir and aquifer service areas

| Parameter | MCL | MCLG | Highest Level and Range Detected During 2013 | Compliance |
|-------------------------|--|-------|---|------------|
| Total Coliform Bacteria | Presence of coliform bacteria not to exceed 5.00% of monthly samples | 0% | 0% (Range 0% - 0%) | Yes |
| Turbidity | TT= 5.0 NTU | 0 NTU | 3.80 NTU High, 0.15 Average, (Range 0.04- 3.80) | Yes |

Disinfection byproducts for Stage 1 and Stage 2

| Parameter | MCL | MCLG | Average Level and Range Detected During 2013 | Compliance |
|-------------------------------|----------------|------|--|------------|
| Total Trihalomethanes (TTHM) | 80 ppb Average | N/A | 53.1 ppb (Range 11.5 – 113.7*) | Yes |
| Total Haloacetic Acids (THAA) | 60 ppb Average | N/A | 26.3 ppb (Range 0.8 – 59.5*) | Yes |

* Individual sample and individual location.

System wide unregulated components of disinfection byproducts for Stage 1 and Stage 2

| Parameter | MCL | UNITS | Highest Level and Range Detected During 2013 | Compliance |
|-----------------------|-----|-------|--|------------|
| Bromodichloromethane | N/A | ppb | 14.3 ppb (Range 3.2 – 14.3) | N/A |
| Chloroform | N/A | ppb | 98.4 ppb (Range 7.3 – 98.4) | N/A |
| Dibromochloromethane | N/A | ppb | 1.9 ppb (Range 0.7 – 1.9) | N/A |
| Dichloroacetic Acid | N/A | ppb | 32.6 ppb (Range 3.0 – 32.6) | N/A |
| Monochloroacetic Acid | N/A | ppb | 3.1 ppb (Range .5 – 3.1) | N/A |
| Trichloroacetic Acid | N/A | ppb | 23.8 ppb (Range 2.6 – 23.8) | N/A |

During 2013 the MWD transitioned from the Stage 1 Disinfection Byproducts Rule to the Stage 2 Disinfection Byproducts Rule in October. Under Stage 1, compliance was determined by monitoring 8 sites and calculating a running annual average of all the sites. Under Stage 2, compliance is now determined by monitoring 4 sites and calculating a running annual average for each site. The information presented above is broken down to display compliance with the Stage 1 requirements for three quarters of monitoring and the Stage 2 requirements for the remainder of the year.

Water Conservation Tips (Information Provided by the EPA)

Water is a limited resource so it is vital that we all work together to maintain it and use it wisely. Here are a few tips you can follow to help conserve water:

- Check for leaky toilets (put a drop of food coloring in the tank, let it sit, if the water in the bowl turns color, you have a leak). A leaking faucet or toilet can dribble away thousands of gallons of water in a year.
- Consider replacing your 5-gallon per flush toilet with an efficient 1.6 gallon per flush unit. This will permanently cut your water consumption by 25%.
- Run only full loads in dishwashers and washing machines. Rinse all hand-washed dishes at once.
- Turn off the faucet while brushing teeth, or shaving.
- Store a jug of ice water in the refrigerator for a cold drink.
- Water lawn and plants in the early morning or evening hours to avoid excess evaporation. Don't water on windy, rainy or very hot days and be sure sprinklers water only your lawn, not the pavement.
- Water shrubs and gardens using a slow trickle around the roots. A slow soaking encourages deep root growth, reduces leaf burn or mildew and prevents water loss. Select low-water demanding plants that provide an attractive landscape without high water use.
- Apply mulch around flowers, shrubs and trees to reduce evaporation, promote plant growth and control weeds. Shrubs and ground covers require less maintenance, less water and provide year round greenery.
- Be sure that your hose has a shut-off nozzle. Hoses without a nozzle can waste up to 10 gallons per minute.
- When washing your car, wet it quickly, turn off the spray, wash it with soapy water from the bucket, rinse quickly and never use the hose to clean debris off your driveway or sidewalk. Use a broom or an air blower.
- Rinse other items, such as bicycles or trash cans, on the lawn to give your grass and extra drink.

The Water Department continues to make Water Conservation Kits available to our customers. Each kit contains leak detector tablets, a toilet bladder for reducing usage from older toilets, faucet flow restrictors, and a low flow showerhead. There is no cost for the kit. They may be picked up at our offices at 82 Berlin Street, Mon-Fri 8:30am-4:30pm, limit two kits per residence.

Middletown Water Department Consumer Confidence Report 2013

This report provides you with a summary of the Middletown Water Department's public drinking water quality through calendar year 2013. This report was produced to give you a better understanding of where your water comes from, and how the water is protected, treated, and tested. As required by federal and state regulations, you will see detailed information describing what is in our water. Our goal is to help you understand more about the water and system that is delivering drinking water to your tap.

If you wish to participate in decisions that may affect the quality of your drinking water, the Common Council meets in the Council Chambers of the Municipal Building on the first Monday of the month at 7:00pm. Contact the Common Council Clerk at 860-638-4980 for dates and times. If you have further questions about your water service, or this report, please call Customer Service at 860-638-3500. Visit us online at www.middletownct.gov/content/117/123/185/default.aspx we welcome your interest in our city's public water system.

Sincerely,



Daniel T. Drew
Mayor, City of Middletown



Dale Aldieri
Chairman, WPCA



Guy P. Russo
Director, Water Dept.

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Middletown, CT 06457**

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