Annual Drinking Water Quality Report for 2010
Upper Mohawk Valley Regional Water Board
(Mohawk Valley Water Authority)

1 Kennedy Plaza
Utica, New York 13502
(Public Water Supply ID# NY3202411)

INTRODUCTION

To comply with State and Federal regulations, The Mohawk Valley Water Authority (MVWA) will be annually issuing a report describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. We are proud to report that last year, the water provided by the MVWA met or surpassed all Federal and New York State Drinking Water Standards. This report provides an overview of last year's (2010) water quality. Included are details about where your water comes from, what it contains, and how it compares to State and Federal standards.

If you have any questions about this report or concerning your drinking water, please contact Connie K. Schreppel, Ph.D., Water Quality Laboratory Director, at 792-0338. We want you to be informed about your drinking water. If you want to learn more, please attend any of our regularly scheduled Water Board meetings. The meetings are held on the third Monday of each month at the Regional Water Board Conference Room, third floor, Utica City Hall at 5 P.M.

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

WHERE DOES OUR WATER COME FROM?

In general, the sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and can pick up substances resulting from the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Department's and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

The water we drink gathers in the streams and creeks of a remote 373 square mile Adirondack Mountain watershed, far from settled areas and farmland. These tributaries drain into the West Canada Creek, which carries our water to the New York State-owned Hinckley Reservoir, the source of our water supply.

SOURCE WATER ASSESSMENT INFORMATION

A Source Water Assessment has been completed for our water system. Possible and actual threats to drinking water source(s) were evaluated. The source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily contaminants can move through the subsurface to the source(s). The susceptibility rating is an estimate of the potential for contamination of the source water, it does not mean that the water delivered to consumers is, or will become contaminated. The Source Water Assessment Program (SWAP) is designed to compile, organize and evaluate information to make better decisions regarding protecting sources of public drinking water. The report does not address the safety or quality of treated finished potable tap water. The source water assessment report is based on reasonably available information. Although efforts have been made to check the source water assessment report for accuracy, the large scope of this program and the nature of the available data make the elimination of all errors from these reports nearly impossible. It is important to note that source water assessment reports estimate the potential for untreated drinking water sources to be impacted by contamination. A copy of the assessment, including a map of the assessment area, can be obtained by contacting us, as noted above.

During 2005 a source water assessment was completed under the NYS Department of Health's Source Water Assessment Program (SWAP). This assessment found a low to moderate susceptibility to contamination of our source water. Land cover and its associated activities within the assessment area did not increase the potential for contamination. Permitted discharges from facilities in the watershed do not represent an important threat to source water quality, based on their density in the assessment area. There are no likely contamination threats associated with other discrete contaminant sources, even though some facilities were found in low densities. Additional sources of potential contamination include the roadways in the watershed. In conclusion, it was noted that hydrologic characteristics (basin shape and flushing rates) generally make reservoirs highly sensitive to existing and new sources of phosphorus and microbial contamination.

See section "*Are there contaminants in our drinking water?*" for a list of the contaminants that have been detected. The source water assessments provide resource managers with additional information for protecting source waters into the future.

Based upon the SWAP Report determinations, good judgment should be used and caution should be exercised when determining land use near the source. We work hard to ensure that the source of water for our system is protected from contamination. In fact, the MVWA has existing Watershed Rules and Regulations (10NYCRR Chapter III Part 130.2) that regulate the land use and potential contamination sources around the water source. This is accomplished through a combination of land ownership and policing of the watershed area.

HOW IS YOUR WATER TREATED?

In 1990, after four years of careful testing, planning and design, construction of a water treatment and filtration plant began at a site near the village of Prospect. The facility became operational in 1992. The treatment plant includes a double filtration system designed to remove most of the organic matter and contaminants.

After our water has been filtered it is chlorinated. Chlorine is a disinfecting agent and kills bacteria present in the water. Chlorine levels are continuously monitored throughout our 600 miles of pipe that brings the water to your home.

Fluoride is added to your water in concentrations of 1.0 mg/l. Fluoride has been shown to reduce tooth decay and cavities.

Our water is treated to control corrosion of household plumbing that may contain metals such as lead. Calcium hydroxide (lime) and sodium carbonate (soda ash) are used in small amounts to buffer the water so that it is rendered non-corrosive to your home's plumbing. Lime and soda ash are naturally occurring substances, which pose no threat to human health. Lead levels measured in our customer's homes are in compliance with the Federal Lead Monitoring Program action levels.

FACTS AND FIGURES

Our water system presently serves approximately 130,000 people through 38,955 service connections. The total water produced in 2010 was approximately 6.3 billion gallons. The daily average of water treated is 17.3 million gallons per day. Our highest single day of production was 21 million gallons. The amount of metered water delivered to customers was 3.7 billion gallons. Unmetered water totaled approximately 2.6 billion gallons or 41.3% of the total amount produced. Water used for construction projects, flushing water mains, cleaning streets, fire fighting accounted for 18 % of the unmetered water while loss due to leaks for 2010 was approximately 23.3 % of the unmetered water. The MVWA has an on-going Leak Detection and Repair program. Approximately one third of the system is surveyed by professional Leak Detection Contractors every 18 months. Since 2000, over 650 leaks have been located and repaired. The MVWA also has invested over $50,000 in electronic leak detection equipment and training for in house personnel. In 2010, residential water customers were charged $3.59 per 1,000 gallons of water (average family of four).

SYSTEM IMPROVEMENTS

During 2010 the MVWA continued its aggressive program of reinvestment in the Regional System.

ON-GOING PROJECTS IN 2010 INCLUDED:

REGULATORY COMPLIANCE PLAN - WATER TREATMENT PLANT DEERFIELD TANK - $5,600,000

The 10 million gallon Deerfield Tank was brought on-line in Summer of 2009 after two years of construction. The project was required by new EPA/DOH water quality regulations that require all finished water storage to be enclosed. The Deerfield Tank and Regulating Facility will permit the existing uncovered Deerfield Reservoir to be placed on stand-by service.

REGULATORY COMPLIANCE PLAN – MARCY RESERVOIR AND TOBY ROAD TANKS - $12,400,000

The 3 million gallon Marcy Reservoir Tank and the two 6 million gallon Toby Road Tanks were bid in March 2009 and construction commenced in the summer of 2009. The Marcy Reservoir Tank and Control Building are nearly complete and will be on line in Spring 2010. The Toby Rd Tanks will be erected starting in the Spring and will be on line by mid Fall 2010. These tanks are also required by new EPA/DOH water quality regulations and will permit the existing open Marcy Reservoir to be placed on stand-by service.

SCADA, WATER QUALITY MONTORING AND SECURITY ENHANCEMENTS - $60,000

As part of a long-range program, the MVWA continues to install system monitoring sensors and surveillance instruments at facilities throughout the Regional System. These sensors are connected into the MVWA Supervisory Control and Data Acquisition SCADA system for monitoring at Headquarters and the WTP. A major project completed in 2009 was the addition of on–line water quality monitoring at the Yorkville Meter House which provides real time information on critical parameters in the distribution system. This effort has vastly improved the system monitoring and operation as well as security. An added benefit is the ability to make adjustments to system pressures quickly in response to either emergencies or changing water demands.

HYDRAULIC MODELING -

The hydraulic model of the Regional System was utilized by MVWA staff to evaluate system deficiencies, identify capital improvements and for emergency response planning. It was also used to analyze improvements at the New Hartford Business Park and the SUNY Institute of Technology water improvement projects.

LEAK DETECTION PROGRAM – PHASE 5 - ($25,000)

This phase of the leak detection program was completed in 2009 and 133 leaks were identified and repaired. Repairs are completed by MVWA forces. Identifying and repairing leaks reduces unaccounted for water, reduces the number of main breaks and improves system pressures. This phase continues the effort to regularly analyze the Regional System for leaks.

WATER MAIN REPLACEMENT & EXTENSIONS IN WHITESTOWN & UTICA – $130,000
Over 1200 feet of new 8" & 12" water main along with valves and hydrants, was installed by MVWA's own forces to eliminate dead end undersized mains in several locations. These areas included Summit Pl. in Utica, Holiday and Highland Drives in Whitestown and Judd Rd., also in Whitestown. The projects improve water quality, pressure and fire protection.

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?
As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, disinfection byproducts, and synthetic organic compounds. The table presented below depicts which compounds were detected in your drinking water. The State allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

It should be noted that all drinking water, including bottled drinking water, might be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that 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 or the Oneida County Health Department at 315-798-5064.

INFORMATION ON CRYPTOSPORIDIUM
Cryptosporidium is a microbial pathogen found in surface water and groundwater under the influence of surface water. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal. During 2010, as part of our routine sampling, 11 samples of Hinckley Reservoir raw source water and 11 samples of our filtered water were collected and analyzed for Cryptosporidium oocysts. Of these samples, 1 Hinckley Reservoir raw source water samples was positive for the presence of Cryptosporidium. However, previous testing indicates Cryptosporidium may be present in our source water. No Cryptosporidium was detected in our filtered drinking water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, a gastrointestinal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome disease within a few weeks. However, immuno-compromised people are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their health care provider regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

INFORMATION ON GIARDIA
Giardia is a microbial pathogen present in varying concentrations in many surface waters and groundwater under the influence of surface water. Giardia is removed/inactivated through a combination of filtration and disinfection or by disinfection. During 2010, as part of our routine sampling, 11 samples from the Hinckley Reservoir raw source water and 11 samples of our filtered water were collected and analyzed for Giardia cysts. Of these samples, from the Hinckley Reservoir raw source water 5 tests were positive for Giardia. Therefore, our testing indicates Giardia may be present in our raw source water. However, no Giardia was detected in our filtered drinking water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Giardia may cause giardiasis, an intestinal illness. People exposed to Giardia may experience mild or severe diarrhea, or in some instances no symptoms at all. Fever is rarely present. Occasionally, some individuals will have chronic diarrhea over several weeks or a month, with significant weight loss. Giardiasis can be treated with anti-parasitic medication. Individuals with weakened immune systems should consult with their health care providers about what steps would best reduce their risks of becoming infected with Giardiasis. Individuals who think that they may have been exposed to Giardiasis should contact their health care providers immediately. The Giardia parasite is passed in the feces of an infected person or animal and may contaminate water or food. Person to person transmission may also occur in day care centers or other settings where hand washing practices are poor.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?
Although our drinking water met or exceeded state and federal regulations, some people may be more vulnerable to disease causing microorganisms or pathogens in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system

disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice from their health care provider about their drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium, Giardia and other microbial pathogens are available from the Safe Drinking Water Hotline (800-426-4791).

INFORMATION ON FLUORIDE ADDITION

Our system is one of the many drinking water systems in New York State that provides drinking water with a controlled, low level of fluoride for consumer dental health protection. According to the United States Centers for Disease Control, fluoride is very effective in preventing cavities when present in drinking water at an optimal range from 0.8 to 1.2 mg/l (parts per million). To ensure that the fluoride supplement in your water provides optimal dental protection, the State Department of Health requires that we monitor fluoride levels on a daily basis. During 2010 monitoring showed fluoride levels in your water were in the optimal range 99.5 % of the time. None of the monitoring results showed fluoride at levels that approach the 2.2 mg/l MCL for fluoride.

INFORMATION ON LEAD

If present, elevated levels of lead can cause serious health problems, especially for pregnant women, infants, and young children. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. MVWA is responsible for providing high quality drinking water, but cannot control the variety of materials used in household plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (1-800-426-4791) or at http://www.epa.gov/safewater/lead.

WHY SAVE WATER AND HOW TO AVOID WASTING IT?

Although our system has an adequate amount of water to meet present and future demands, there are a number of reasons why it is important to conserve water:

- Saving water saves energy and some of the costs associated with both of these necessities of life;
- Saving water reduces the cost of energy required to pump water and the need to construct costly new wells, pumping systems and water towers; and
- Saving water lessens the strain on the water system during a dry spell or drought, helping to avoid severe water use restrictions so that essential fire fighting needs are met.

You can play a role in conserving water by becoming conscious of the amount of water your household is using, and by looking for ways to use less whenever you can. It is not hard to conserve water. Conservation tips include:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it up and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank - watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. Fix it and you save more than 30,000 gallons a year.

BIOFILM VARIANCE

Our system has been operating under a Biofilm Variance (or Variance from Total Coliform Maximum Contaminant Level Requirements) since 1994. This variance recognizes the potential presence of Total Coliform bacteria in biofilms within our distribution system. Issued by the New York State Department of Health following a public hearing, this variance allows total coliform presence at levels higher than the Maximum Contaminant Level within our distribution system. The variance issued includes specific sampling and reporting requirements. This variance does not limit our responsibility to notify our customers if a risk to the public health exists. Pursuant to the 2006 renewal of the variance, we are required to provide this information annually in this report. The current variance is effective through May 2011 and is expected to be renewed.

Table of Detected Contaminants

Contaminant	Violation Yes/No	Date of Sample	Level Detected (Avg/Max) (Range)	Unit Measurement	MCLG / MRDLG	Regulatory Limit (MCL, MRDL, TT or AL)	Likely Source of Contamination
Microbiological Contaminants– over 100 Coliform Samples Monthly							
Total Coliform	No	2278 per year 2010	6 positive samples (1% of total samples in July-10)	N/A	N/A	MCL = less than 5% of samples positive	Naturally present in the environment
Physical Parameters							
Turbidity (EP) [2]	No	08-10	0.39 (highest single measurement) [2]	NTU	N/A	TT = <1.0 NTU	Soil Runoff

Turbidity (EP) [2]		All months ≤ 0.3	100% ≤ 0.3 (lowest monthly percentage of samples meeting specified limits)			TT = 95% of samples <0.5 NTU	
Turbidity (Distribution)		Daily / monthly	0.77 [3]			TT = <5 NTU	
Inorganic Contaminants							
Barium	No	9-10	0.007	mg/l	2	MCL = 2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Copper	No	8-09	0.031 [4] (range = 0.0037 - 0.095)	mg/l	1.3	AL = 1.3	Corrosion of household plumbing systems; Erosion of natural deposits; leaching from wood preservatives.
Fluoride (System Entry Point)	No	Daily	1.03	mg/l	N/A	MCL = 2.2	Erosion of natural deposits; Water additive that promotes strong teeth (*The MVWA water system adds Fluoride to the water*);
Fluoride (Distribution System)	No	Monthly	1.03[5] (range = 0.9 - 1.10)				
Lead	No	8-09	11 [6] (range = ND – 33)	ug/l	0	AL = 15	Corrosion of household plumbing systems; Erosion of natural deposits
Sodium	No	12-10	21[7]	mg/l	N/A	See Note 7 below	Naturally occurring; part of pH adjustment additive
Sulfate	No	12-10	11	mg/l	N/A	MCL = 250	Naturally occurring
Nitrate	No	Quarterly	0.25	mg/l	N/A	MCL=10	Run off from fertilizer use, leaching of septic tanks, erosion of natural deposits
Disinfection By-Products							
Chlorine Residual	No	Daily/ Monthly	0.8 [5] (range = 0.1 – 1.6)	mg/l	N/A	MRDL = 4 [8]	Water additive used to control microbes.
Haloacetic Acids (mono-, di- and trichloroacetic acid, and, mono- and dibromoacetic acid)	No	Quarterly	35 [9] (range =15-55)	ug/l	N/A	MCL= 60	By product of drinking water disinfection needed to kill harmful organisms
Total Trihalomethanes (TTHMs – chloroform, bromodichloromethane, dibromochloromethane and bromoform)	No	Quarterly	65[10] (range =13-150)	ug/l	N/A	MCL = 80	By-product of drinking water chlorination needed to kill harmful organisms. TTHMs are formed when source water contains large amounts of organic matter.
Radioactive Contaminants							
Gross alpha activity (including radium – 226 but excluding radon and uranium)	No	9-16-08	1.16	pCi/L	N/A	MCL = 15	Decay of natural and man-made deposits
Combined radium – 226 and 228	No	9-16-08	0.380	pCi/L	N/A	MCL = 5	Decay of natural and man-made deposits

Notes:

1 - We collect nearly 200 Total Coliform samples per month. Six (6) samples out of 2278 total routine samples collected in 2010 were found to contain Total Coliform.(1 in March, 1 in April, 2 in July, 1 in August, and 1 in September). Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful bacteria may be present. Additional samples were subsequently collected after each positive sample and total coliforms were not detected in those samples. Since total coliforms were detected in <5% of the samples collected during the month, the system did not have an MCL violation. It should be noted that E. coli, associated with human and animal fecal waste, was not confirmed in any of the samples collected.

2 - Turbidity is a measure of the cloudiness of the water. We test it because it is a good indicator of the effectiveness of our filtration system. Our highest single entry point (pre-distribution system) turbidity measurement (0.18 NTU) for the year occurred on (12-22-09). State regulations require that turbidity must always be below 5 NTU. The regulations require that 95% of the turbidity samples collected have measurements below 0.5 NTU. All other levels recorded during 2010 were within the acceptable range allowed.

3 - Turbidity is measured on a daily basis in the distribution system. The monthly average of the results in the months with highest turbidity levels were all below 5 NTU.

4 - The level presented represents the 90th percentile of the 52 sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the copper values detected at your water system. In this case, fifty two samples were collected at your water system and the 90th percentile value was the 6th highest value. The action level for copper was not exceeded at any of the sites tested.

5 - This level represents the average and range calculated from sample submission results.

6 – The level presented represents the 90th percentile of the fifty two samples collected. The action level for lead was exceeded at four (4) of the sites tested (the levels were 16, 16, 29, and 33 ug/l).

7 - Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.

8 - Value presented represents the Maximum Residual Disinfectant Level (MRDL) which is a level of disinfectant added for water treatment that may not be exceeded at the consumer's tap without an unacceptable possibility of adverse health effects. MRDLs are currently not regulated but in the future they will be enforceable in the same manner as MCLs.

9 – This level represents the annual quarterly average along with the range of results.

10 - This level represents the annual quarterly average along with the range of results. Three samples were collected that indicated elevated levels of TTHMs. However, since the MCL is determined by the annual quarterly average, the MCL was not exceeded during 2010. Since TTHMs were detected at levels higher than the MCL in 7 of the 16 samples collected in 2010 we are including the following information - "Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer."

Definitions:		
ACTION LEVEL	**AL**	The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.
MAXIMUM CONTAMINANT LEVEL	**MCL**	The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible.
MAXIMUM CONTAMINANT LEVEL GOAL	**MCLG**	The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
MAXIMUM RESIDUAL DISINFECTANT LEVEL	**MRDL**	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
MAXIMUM RESIDUAL DISINFECTANT LEVEL GOAL	**MRDLG**	The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
MILLIGRAMS PER LITER	**mg/l**	Corresponds to one part of liquid in one million parts of liquid (parts per million - ppm).
MICROGRAMS PER LITER	**ug/l**	Corresponds to one part of liquid in one billion parts of liquid (parts per billion - ppb).
NEPHELOMETRIC TURBIDITY UNIT	**NTU**	A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
NON-DETECTED	**ND**	Laboratory analysis indicates that the constituent is not present.
PICOCURIES PER LITER	**pCi/l**	A measure of the radioactivity in water.
TREATMENT TECHNIQUE	**TT**	A required process intended to reduce the level of a contaminant in drinking.

WHAT DOES THIS INFORMATION MEAN?

As you can see by the table, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below New York State requirements. It should be noted that the action level for lead was exceeded in four (4) of the samples collected. Based on these exceedances, we are required to present the following information on lead in drinking water:

"Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (1-800-426-4791)."

ADDITIONAL TESTING

In addition to the testing we are required to perform; our water system voluntarily tests hundreds of additional substances and microscopic organisms to make certain our water is safe and of high quality. If you are interested in a more detailed report, contact the Water Quality Department at 315-792-0338; visit us on the web at www.mvwa.us. We'll be happy to answer any questions about the MVWA and our Water Quality Department

IS OUR WATER SYSTEM MEETING OTHER RULES THAT GOVERN OPERATIONS?

During 2010, our system was in compliance with applicable State drinking water operating, monitoring and reporting requirements.

CLOSING

In order to maintain a safe and dependable water supply we sometimes need to make improvements that will benefit all of our customers. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these improvements.

Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers help us protect our water sources, which are the heart of our community and our way of life. Please call our office if you have questions.