

The City of New London annual water quality report shows the source of our water, lists the results of our tests, and contains important information about water and health.

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We are pleased to show you how we have surpassed water-quality standards.

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If you have concerns about the quality of water please contact the customer service office.

Este informe contiene informacion importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda

**Customer Service:
(860) 447-5222**

**Safe Drinking Water Hotline:
(800)426-4791**

Water & Water Pollution Control Authority

Barry Weiner Chairman
Robert Grills Vice Chairman
Mario Strafacci
Evelyn Louziotis
Glen Hamler
Gregory Dzciczk



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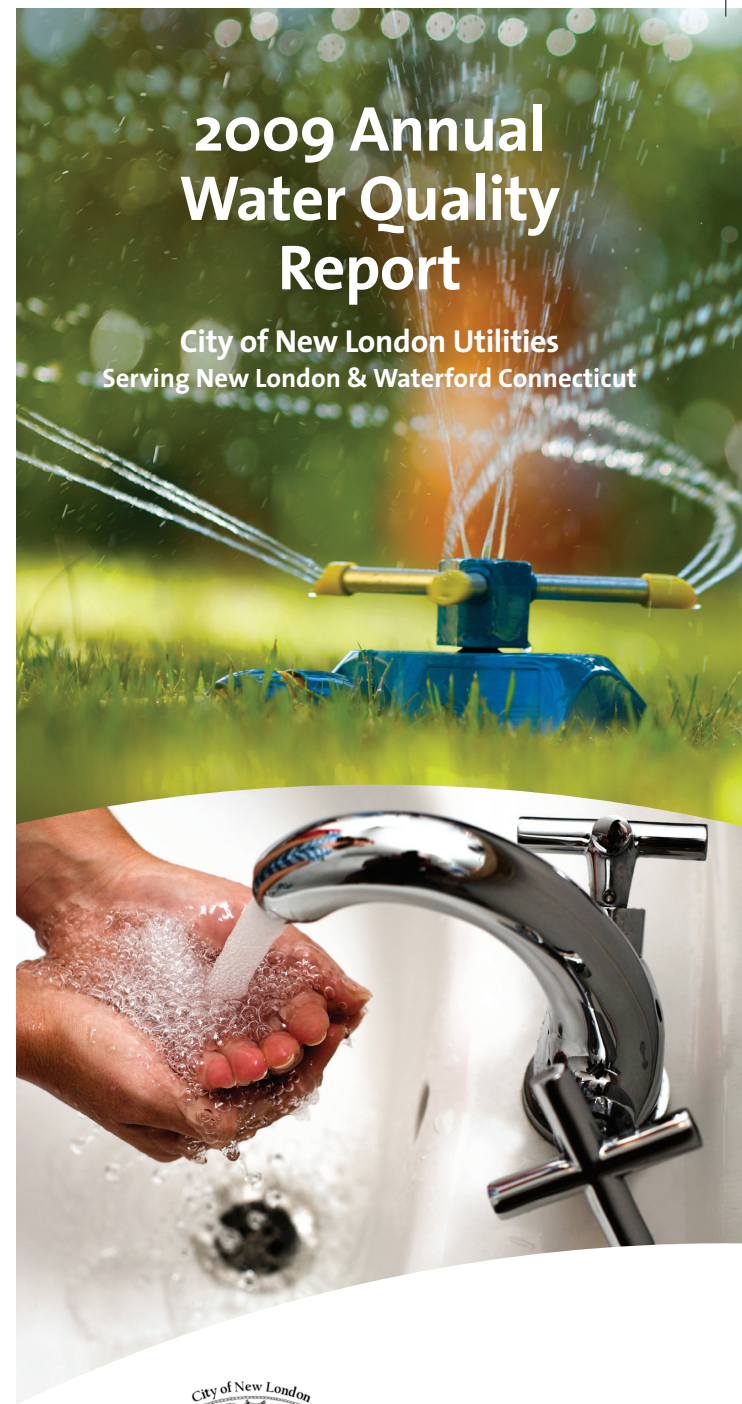


Public Utilities
120 Broad Street
New London, CT 06320
860-447-5222
Fax: 860-437-6323

The Water Department Office is located on the second floor of the Martin Center Building on 120 Broad Street. Water and sewer bills may be paid during weekdays 8:30-4:00.

2009 Annual Water Quality Report

City of New London Utilities
Serving New London & Waterford Connecticut



Water system data

The City of New London's water comes from lakes and reservoirs in a protected watershed that is located in Waterford, Montville, and Salem. The principal reservoir is Lake Konomoc, storing over 1.2 billion gallons of water. The water is treated at Konomoc and delivered through a system of 210 miles of pipes, three pump stations and six water storage tanks with a capacity of fifteen million gallons. The water system serves 45,000 customers through 14,000 water services. Over 2 billion gallons of water per year is processed using coagulation, flocculation, sedimentation and carbon filtration. Lime is added to the finished water to adjust the pH, sodium hypochlorite to disinfect, fluoride for dental health and phosphate for corrosion control. Water quality lab tests are performed regularly at the plant and by Groton Labs, a state certified facility.

Source water assessment

The Connecticut Department of Public Health, Drinking Water Division completed a water assessment of Lake Konomoc Reservoir System and can be accessed on the Department of Public Health's website: <http://www.dph.state.ct.us>. The assessment found that this public drinking water source, Lake Konomoc, has a low susceptibility to potential sources of contamination. Additional Source Water Assessment information can be found at the Environmental Protection Agency's website: www.epa.gov.

Lead and copper advisory

Corrosion of household plumbing systems and erosion of natural deposits are sources of lead in drinking water. 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 this water over many years could develop kidney problems or high blood pressure.

Sources of copper in drinking water are corrosion of household plumbing systems, erosion of natural deposits, and leaching from wood preservatives. 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 doctor.



Treatment plant



Pump station



Treatment Plant



Additional health information

To ensure that tap water is safe to drink, EPA sets limits on the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water. Small amounts of some contaminants are commonly found in all drinking water, including bottled water. The presence of contaminants does not necessarily indicate that water poses health risk.

Some people may be more vulnerable to contaminants in drinking water. Immuno-compromised persons such as cancer patients undergoing chemotherapy, organ transplant recipients, 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 about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap 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 radioactive material and can pick up substances from the presence of animals or human activity. Contaminants that may be present in source water include:

- (A) Microbial contaminants,** (viruses and bacteria) which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) Inorganic contaminants,** (salts and metals) which can be naturally occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- (C) Pesticides and herbicides,** which may come from a variety of sources such as agriculture, storm water runoff, and residential uses.
- (D) Organic chemical contaminants,** (synthetic and volatile organics) which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems.
- (E) Radioactive contaminants,** which can be naturally occurring or be the result of oil and gas production and mining activities.

Water quality

How to read this table

The table shows the results of our water-quality analyses. Every regulated contaminant detected in the water, even in the minutest traces, is listed here. The table contains the name of each substance, the ideal level for public health (MCLG), the highest level allowed by regulation (MCL), the amount detected, the usual sources of such contamination, footnotes explaining our findings, and a key to units of measurement.

Definitions of MCL and MCLG are important.

Maximum Contaminant Level or MCL:

The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG's as feasible using the best available treatment technology.

Maximum Contaminant Level Goal or 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.

Action Level or AL:

The concentration of a contaminant, which, if exceeded triggers a treatment or other requirement, which a water system must follow.

N/A: Not applicable

NTU: Nephelometric Turbidity Unit

Parts per million or ppm: The equivalent of one second in 12 days

Parts per billion or ppb: The equivalent of one second in 32 years.



Regulated at the treatment facility

Substance	MCLG	MCL	Highest Level Detected	Major sources in drinking water
Turbidity	N/A	5 NTU	0.24 NTU	Soil Runoff
Chloride	N/A	250 ppm	18 ppm	Natural Deposits; Runoff from road salting
Sodium	N/A	* 28 ppm *	9.8 ppm	Natural Deposits; Runoff from road salting
Sulfate	N/A	N/A	6.0 ppm	Naturally present in the environment
TOC	N/A	N/A	1.3 ppm	Naturally present in the environment
Fluoride	4 ppm	4 ppm	0.15 ppm	Water additive that promotes strong teeth
Barium	N/A	2 ppm	0.003 ppm	Naturally present in the environment

*** Although there is no EPA MCL for sodium, the State of Connecticut requires systems exceeding 28 ppm notify their customers, so individuals on sodium restricted diets can inform their physicians be present in source water include:

Regulated in the New London distribution system

Substance	MCLG	MCL	Highest Level Detected	Major sources in drinking water
HAA5	N/A	0.06 ppm	0.02 ppm	By-product of chlorinating drinking water
TTHM	N/A	0.08 ppm	0.09 ppm	By-product of chlorinating drinking water
Chlorine	4.0 ppm	4.0 ppm	1.87 ppm	Water additive used to control microbes

Regulated in the Waterford distribution system

Substance	MCLG	MCL	Highest Level Detected	Major sources in drinking water
HAA5	N/A	0.06 ppm	0.03 ppm	By-product of chlorinating drinking water
TTHM	N/A	0.08 ppm	0.07 ppm	By-product of chlorinating drinking water
Chlorine	4.0 ppm	4.0 ppm	1.82 ppm	Water additive used to control microbes

Regulated at New London's customers tap

Substance	MCLG	MCL	Highest Level Detected	Major sources in drinking water
Lead	0 ppb	AL = 15 ppb	5 ppb	Corrosion of household plumbing systems
Copper	1.3 ppm	AL = 1.3 ppm	0.09 ppm	Corrosion of household plumbing systems

Regulated at Waterford's customers tap

Substance	MCLG	MCL	Highest Level Detected	Major sources in drinking water
Lead	0 ppb	AL = 15 ppb	13 ppb	Corrosion of household plumbing systems
Copper	1.3 ppm	AL = 1.3 ppm	0.11 ppm	Corrosion of household plumbing systems

Monitoring and reporting violations

None

Public Education and Information

Please call the customer service office for more information about the water system, wastewater system or environmental concerns. Additional information is available and public educational opportunities are available.

If you have any questions regarding this report or any other water quality questions

please call (860) 447-5222

The data presented in this report is from the most recent testing done in accordance with regulations. Although we ran thousands of tests for over a hundred contaminants, only the substances listed below were found. They are all the within the required MCL.