

ANNUAL WATER QUALITY REPORT

REPORTING YEAR 2019



Presented By
**The Torrington
Water Company**

Dear Customer:

I am again proud to present you with this report detailing how the water we supplied to you in 2019 continues to meet or exceed all state and federal quality standards. Enclosed you'll find detailed test data based on exhaustive sampling, which underscores the culture of quality that runs deep through Torrington Water.



Along with high-quality water, we are also committed to providing you with prompt, dependable, and professional customer service. Torrington Water serves more than 10,000 customers in five communities. For over a century, our goal has been the same: to deliver a high-quality product to our customers at a reasonable price.

In closing, I'd like to thank all our employees for their excellent work in providing you with safe, clean water and dependable service. Above all, I thank you and all our customers for your role in helping us protect our watersheds and conserve this precious commodity we supply.

Thank you,

Susan M. Suhanovsky, President

Where Does My Water Come From?

The water for Torrington and the surrounding towns we serve comes from two primary reservoirs. The Torrington Water Filtration Plant draws water from the Reuben Hart Reservoir, located in Torrington, which is supplemented by North Pond located in Norfolk. This source supplies the bulk of water to our system and has been the primary source of water for Torrington since 1930. Allen Dam, located in Torrington, is an integral part of our reservoir system. It is supplemented by Whist Pond, located in Goshen.

Drinking water travels to your home via a 169-mile network of water mains, five booster pumping stations, and eight distribution-system storage tanks. We produced a total of 861 million gallons of water in 2019 and delivered approximately 2.4 million gallons per day to our customers.



Important Health Information

Sources of lead in drinking water include corrosion of household plumbing system and erosion of natural deposits. 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 include 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 doctors.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.



QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Jim Meyers, Operations Manager, at (860) 489-4149.

Please visit our Web site at www.torringtonwater.com for more information about The Torrington Water Company.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

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, in some cases, radioactive material, and substances resulting from the presence of animals or from human activity. Substances that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses;

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.



Lead in Home Plumbing

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high-quality drinking water, but we cannot control the variety of materials used in 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 at (800) 426-4791 or at www.epa.gov/safewater/lead.

Count on Us

Delivering high-quality drinking water to our customers involves far more than just pushing water through pipes. Water treatment is a complex, time-consuming process. Because tap water is highly regulated by state and federal laws, water treatment plant and system operators must be licensed and are required to commit to long-term, on-the-job training before becoming fully qualified. Our licensed water professionals have a basic understanding of a wide range of subjects, including mathematics, biology, chemistry, and physics. Some of the tasks they complete on a regular basis include:

- Operating and maintaining equipment to purify and clarify water;
- Monitoring and inspecting machinery, meters, gauges, and operating conditions;
- Conducting tests and inspections on water and evaluating the results;
- Maintaining optimal water chemistry;
- Applying data to formulas that determine treatment requirements, flow levels, and concentration levels;
- Documenting and reporting test results and system operations to regulatory agencies; and
- Serving our community through customer support, education, and outreach.

So, the next time you turn on your faucet, think of the skilled professionals who stand behind each drop.



Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. And, the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The State recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

We participated in the 4th stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR4) program by performing additional tests on our drinking water. UCMR4 sampling benefits the environment and public health by providing the EPA with data on the occurrence of contaminants suspected to be in drinking water, in order to determine if the EPA needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data are available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

REGULATED SUBSTANCES

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | MCL [MRDL] | MCLG [MRDLG] | AMOUNT DETECTED | RANGE LOW-HIGH | VIOLATION | TYPICAL SOURCE |
|---|-----------------|------------------------------------|-----------------|--------------------|-------------------|-----------|--|
| Alpha Emitters (pCi/L) | 2019 | 15 | 0 | 0.007 +/- 0.884 | NA | No | Erosion of natural deposits |
| Barium (ppm) | 2019 | 2 | 2 | 0.009 | NA | No | Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits |
| Combined Radium (pCi/L) | 2019 | 5 | 0 | 0.29 +/- 0.383 | NA | No | Erosion of natural deposits |
| Haloacetic Acids [HAAs] (ppb) | 2019 | 60 | NA | 34 | 14.5–34 | No | By-product of drinking water disinfection |
| TTHMs [Total Trihalomethanes] (ppb) | 2019 | 80 | NA | 51.8 | 17–51.8 | No | By-product of drinking water disinfection |
| Turbidity ¹ (NTU) | 2019 | TT | NA | 0.12 | 0.028–0.12 | No | Soil runoff |
| Turbidity (Lowest monthly percent of samples meeting limit) | 2019 | TT = 95% of samples meet the limit | NA | 100 | NA | No | Soil runoff |

Tap water samples were collected for lead and copper analyses from sample sites throughout the community.

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | AL | MCLG | AMOUNT DETECTED (90TH %ILE) | SITES ABOVE AL/TOTAL SITES | VIOLATION | TYPICAL SOURCE |
|--------------------------------|-----------------|-----|------|-----------------------------------|----------------------------------|-----------|--|
| Copper (ppm) | 2017 | 1.3 | 1.3 | 0.09 | 0/30 | No | Corrosion of household plumbing systems; Erosion of natural deposits |
| Lead (ppb) | 2017 | 15 | 0 | <1.0 | 0/30 | No | Corrosion of household plumbing systems; Erosion of natural deposits |

SECONDARY SUBSTANCES

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | SMCL | MCLG | AMOUNT DETECTED | RANGE LOW-HIGH | VIOLATION | TYPICAL SOURCE |
|--------------------------------|-----------------|---------|------|--------------------|-------------------|-----------|--|
| Aluminum (ppb) | 2019 | 200 | NA | 83.7 | 10.2–83.7 | No | Erosion of natural deposits; Residual from some surface water treatment processes |
| Chloride (ppm) | 2019 | 250 | NA | 6.7 | NA | No | Runoff/leaching from natural deposits |
| Color (Units) | 2019 | 15 | NA | <1 average | ND–20 | No | Naturally occurring organic materials |
| Copper (ppm) | 2019 | 1.0 | NA | 0.002 | NA | No | Corrosion of household plumbing systems; Erosion of natural deposits |
| Fluoride (ppm) | 2019 | 2.0 | NA | 0.69 | 0.53–0.90 | No | Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories |
| Manganese (ppb) | 2019 | 50 | NA | 6.9 | NA | No | Leaching from natural deposits |
| pH (Units) | 2019 | 6.5–8.5 | NA | 7.35 | 6.5–8.5 | No | Naturally occurring |
| Sulfate (ppm) | 2019 | 250 | NA | 10.8 | NA | No | Runoff/leaching from natural deposits; Industrial wastes |

UNREGULATED AND OTHER SUBSTANCES

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | AMOUNT DETECTED | RANGE LOW-HIGH | TYPICAL SOURCE |
|--------------------------------|-----------------|--------------------|-------------------|---|
| Calcium Hardness (ppm) | 2019 | 8.44 | NA | Naturally occurring calcium |
| Chloroform (ppb) | 2019 | 3.11 | NA | By-product of drinking water disinfection |
| Sodium (ppm) | 2019 | 9.33 | NA | Naturally occurring |

UNREGULATED CONTAMINANT MONITORING RULE - PART 4 (UCMR4)

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | AMOUNT DETECTED | RANGE LOW-HIGH |
|----------------------------------|-----------------|--------------------|-------------------|
| Bromochloroacetic Acid (ppb) | 2019 | 1.22 | 0.822–1.86 |
| Bromodichloroacetic Acid (ppb) | 2019 | 1.04 | 0.505–1.52 |
| Dichloroacetic Acid (ppb) | 2019 | 12.56 | 6.37–20.6 |
| HAA5 (ppb) | 2019 | 28.18 | 19.8–35.4 |
| HAA6Br (ppb) | 2019 | 2.31 | 1.43–2.82 |
| HAA9 (ppb) | 2019 | 30.49 | 21.8–37.6 |
| Manganese (ppb) | 2019 | 7.31 | 4.59–9.43 |
| Monobromoacetic Acid (ppb) | 2019 | 0.77 | 0–3.73 |
| Monochloroacetic Acid (ppb) | 2019 | 1.07 | 0–3.8 |
| Total Organic Carbon [TOC] (ppb) | 2019 | 2,643 | 2,510–2,800 |
| Trichloroacetic Acid (ppb) | 2019 | 12.66 | 8.56–18.3 |

¹Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

AL (Action Level): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs 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. MCLGs allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level): 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.

MRDLG (Maximum Residual Disinfectant Level Goal): 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 contaminants.

NA: Not applicable

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

pCi/L (picocuries per liter): A measure of radioactivity.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

SMCL (Secondary Maximum Contaminant Level): These standards are developed to protect aesthetic qualities of drinking water and are not health based.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

Water Conservation Tips

We are fortunate to have an abundant water supply for our customers, but we still encourage you to conserve this precious natural resource whenever possible. It is not hard to conserve water. Here are a few tips:

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 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 an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.

Use your water meter to detect hidden leaks. Simply turn off all taps and water-using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.



What's Your Water Footprint?

You may have some understanding about your carbon footprint, but how much do you know about your water footprint? The water footprint of an individual, community, or business is defined as the total volume of freshwater that is used to produce the goods and services that are consumed by the individual or community or produced by the business. For example, 11 gallons of water are needed to irrigate and wash the fruit in one half-gallon container of orange juice. Thirty-seven gallons of water are used to grow, produce, package, and ship the beans in that morning cup of coffee. Two hundred and sixty-four gallons of water are required to produce one quart of milk, and 4,200 gallons of water are required to produce two pounds of beef.

According to the U.S. EPA, the average American uses over 180 gallons of water daily. In fact, in the developed world, one flush of a toilet uses as much water as the average person in the developing world allocates for an entire day's cooking, washing, cleaning, and drinking. The annual American per capita water footprint is about 8,000 cubic feet, twice the global per capita average. With water use increasing six-fold in the past century, our demands for freshwater are rapidly outstripping what the planet can replenish.

To check out your own water footprint, go to www.watercalculator.org.

Source Water Assessment

A water assessment of The Torrington Water Company was completed by the Department of Public Health, Drinking Water Section, in 2002. The assessment report can be found on the Department of Public Health's Web site: <https://www.dir.ct.gov/dph/Water/SWAP/Community/CT1430011.pdf>.

The assessment found that this public drinking water source has a low susceptibility to potential sources of contamination.

Source Water Protection

The Torrington Water Company's commitment to providing the highest-quality water is evidenced by the efforts we take to protect our reservoirs from contamination. We own over 70 percent of our total watershed and maintain it in a forested state. We are vigilant in monitoring activities on those lands. There are no industrial or commercial activities on the watershed that could lead to chemical contamination of our supply.

Source water is untreated water from streams, rivers, lakes, or underground aquifers that is used to supply public drinking water. Preventing drinking water contamination at the source is important. Here are some things that you can do to help make sure that your water supply is protected:

- Pump and inspect your septic systems regularly.
- Use chemicals such as pesticides and cleaning products wisely.
- Dispose of waste chemicals and used motor oil properly. That is, don't pour chemicals on the ground or down the sink drain, toilet, or storm drain.
- Report illegal dumping, chemical spills, or other polluting activities to CT DEEP's 24-hour hotline at (860) 424-3338, to Torrington Water at (860) 489-4149, or to your local police.

