

# Consumer Confidence Report 2010

JUNE 2011

## Town of Proctor Water Department

### Our Commitment to You:

#### What is the Consumer Confidence Report?

This report is a snapshot of the quality of the water that we provided in 2009. Included are the details about where your water comes from, what it contains, and how it compares to Environmental Protection Agency (EPA) and state standards. We are committed to providing you with information because informed customers are our best allies. This report is designed to inform you about the quality water and services we deliver to you every day.



#### Owner/Operators and Public Participation Opportunities

If you have any questions about this report or concerning your water utility, please contact the person(s) listed below. We want our customers to be informed about their water quality. If you want to learn more, please attend any of the regularly scheduled Selectboard meetings, which are held on the second and fourth Monday of the month at the Town Office at 6:00 p.m.

Town of Proctor, Owner  
45 Main Street  
Proctor, VT 05765

Todd Blow, Chief Operator 459-2501  
Dan Protivansky, Assistant Operator  
Tim Kingston, Assistant Operator

#### Water Source Information

Your water comes from two surface water sources, Kiln Brook and Furnace Brook, and one ground water source, the Field Street Well. The State of Vermont Water Supply Rule requires Public Community Water Systems to develop a **Source Protection Plan**. This plan delineates a source protection area for our system and identifies potential and actual sources of contamination. Please contact us if you are interested in reviewing the plan.

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## Drinking Water Contaminants

The sources of drinking water (both tap and bottled water) include surface water (streams, lakes) and ground water (springs, wells). As water travels over the land's surface or through the ground, it dissolves naturally-occurring minerals. It also picks up substances resulting from the presence of animals and human activity. Some "contaminants" may be harmful. Others, such as iron and sulfur, are not harmful. Public water systems treat water to remove contaminants, if any are present.

In order to ensure that your water is safe to drink, we test it regularly according to regulations established by the EPA and State of Vermont. These regulations limit the amount of various contaminants:

Microbial contaminants: such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.

Inorganic contaminants: such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and herbicides: may come from a variety of sources such as storm water runoff, agriculture, and residential users.

Radioactive contaminants: which can be naturally-occurring or the result of mining activity.

Organic contaminants: including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and also come from gas stations, urban storm water runoff and septic systems.

## Terms and Abbreviations

In these tables you may find terms you might not be familiar with. To help you better understand these terms we have provided the following definitions:

Maximum Contamination Level Goal (MCLG): The "Goal" is the level of a contaminant in drinking water below which there is no known or expected risk to human health. MCLGs allow for a margin of safety.

Maximum Contamination Level (MCL): The "Maximum Allowed" MCL is 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.

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 disinfectants in controlling microbial contaminants.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. Addition of a disinfectant may help control microbial contaminants.

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

90th Percentile: Ninety percent of the samples are below the action level. (Nine of ten sites sampled were at or below this level.)

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

Parts per million (ppm) or Milligrams per liter (mg/L): equivalent to one penny in ten thousand dollars.

Parts per billion (ppb) or Micrograms per liter (µg/L): equivalent to one penny in ten million dollars.

Pico curies per liter (pCi/L): a measure of radioactivity in water.

Nephelometric Turbidity Unit (NTU): is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Running Annual Average (RAA): The average of four (4) consecutive quarters (when on quarterly monitoring); values in table represent the highest RAA for the year.

## Water Quality Data—Contaminants Detected

The tables below list all the drinking water contaminants that we detected during the 2008 calendar year. It also includes the date and results of any contaminants that we detected within the past five years if tested less than once a year. The presence of these contaminants in the water does not necessarily show that the water poses a health risk.

Chemical Contaminants	Collection Date	Highest Value	Range	Unit	MCL	MCLG	Typical Source
Nitrate	9/16/2010	0.1	0.1	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
Alkalinity, Total	1/6/2010	33	32-33	mg/L	1000		
Calcium	1/6/2010	6.2	6.2	mg/L			

Radionuclides	Collection Date	Highest Value	Range	Unit	MCL	MCLG	Typical Source
Gross Alpha	3/23/2006	2.8	2.6-2.8	pCi/L	10		

Disinfection Byproducts	Monitoring Period	RAA	Range	Unit	MCL	MCLG	Typical Source
Total Haloacetic Acids (HAA5)	2010	100	53.9-134.0	ppb	60	0	Byproduct of drinking water disinfection.
Total Trihalomethanes (TTHM)	2010	105	42.3-163.0	ppb	80	0	Byproduct of drinking water disinfection.

Microbiological	Result	MCL	MCLG	Typical Source
Coliform (TCR)	In the month of Nov, 2 samples returned positive	No more than 1 positive monthly sample	0	Naturally present in the environment.

Lead and Copper	Collection Date	90th Percentile	95th Percentile	Range	Unit	AL	Sites Over	Typical Source
Copper, Free	2010	0.065	0.098	0.024-0.11	ppm	1.3	0	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.
Lead	2010	12	120	1-120	ppb	15	2	Corrosion of household plumbing systems; Erosion of

## Violation(s) That Occurred During the Year

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. The below table lists any drinking water violations we incurred during 2010. A failure to perform required monitoring means we cannot be sure of the quality of our water during that time.

Type	Category	Analyte	Compliance Period
MCL (TCR), Monthly	MCL Violation	Coliform (TCR)	11/1/10-11/30/10
MCL, Average	MCL Violation	Disinfection Byproducts	1/1/2010-3/31/2010 (1Q)
MCL, Average	MCL Violation	Disinfection Byproducts	4/1/2010-6/30/2010 (2Q)
MCL, Average	MCL Violation	Disinfection Byproducts	7/1/2010-9/30/2010 (3Q)
MCL, Average	MCL Violation	Disinfection Byproducts	10/1/2010-12/31/2010 (4Q)

## Steps Taken To Correct the Violations Listed Above

**Disinfection Byproducts:** Our water system is following through on specific recommendations made by the Water Supply Division and is following an improvements plan outlined in our April 2011 Long Range Plan Update, pending approval by the Division.

## Health Information Regarding Drinking Water

Some people may be more vulnerable to contaminants 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 about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from EPA's Safe Drinking Water Hotline (1-800-426-4791).

Drinking water, including bottled water, may reasonable 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 Safe Drinking Water Hotline.

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. The Proctor Water Department is responsible for providing high quality drinking water, but 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 drinking 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 or at:

<http://www.epa.gov/safewater/lead>.

## **Additional Health Effects Information**

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

Some people who drink water containing **trihalomethanes (TTHM)** 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. In animal studies, some total trihalomethanes have been associated with reproductive or developmental effects.

Some people who drink water containing **haloacetic acids (HAA5)** in excess of the MCL over many years may have an increased risk of getting cancer. In animal studies, some haloacetic acids have been associated with reproductive or developmental effects.

## **Temporary Permit to Operate Public Notice**

The Proctor Water Department (the Water System), a public water system under the laws of the State of Vermont, was recently reissued a Temporary Operating Permit. The Secretary of the Agency of Natural Resources found that such issuance will not unreasonably contribute to a public health risk, although the Proctor Water Department does not presently comply with certain requirements of the Federal Safe Drinking Water Act and applicable state statutes and rules. The nature and extent of the noncompliance are as follows:

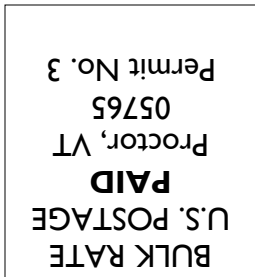
The Water System does not meet the technical standards pertaining to the reliable and safe provision of drinking water including the maintenance of adequate distribution system pressure in all areas of the Water System under all conditions of flow (including a fire). The Water System is following through on specific recommendations made by the Water Supply Division and is following an improvements plan outlined by the Water System in its Long Range Plan Update approved by the Division on August 28, 2009.

Chlorine disinfection byproducts, total haloacetic acids (HAA5) and total trihalomethanes (TTHM), currently exceed the established federal maximum contaminant levels of 60 ppb and 80 ppb respectively. Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer. Additionally, 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 system. Users may choose to utilize carbon filtration (pitcher style or faucet mounted) which is known to reduce disinfection byproducts, and are encouraged to consult their doctor with specific health concerns. The Water System is required under a schedule for compliance within a temporary permit to operate as issued by the Department of Environmental Conservation to achieve compliance with the MCLs for disinfection byproducts and lead concentrations by December 1, 2012.

The Water System is aggressively following through on specific requirements of the Water Supply Division to eliminate all potential sanitary hazards and provide for future system durability and reliability. In accordance with the Vermont Water Supply Rule, the Division has requested the timely resolution of all water system deficiencies. To obtain more specific information regarding these necessary public drinking water improvements, please call the Proctor Water Department at 802-459-2501 (attn: Todd Blow, Chief Operator).

# Occupant Proctor, VT 05765

Town of Proctor  
45 Main Street  
Proctor, VT 05765



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## Water Department News

**2011-2012 Fiscal Year Water/Sewer Rates:** Effective July 1, 2011, the drinking water user rates will remain at \$390 per year for Proctor residents and \$430 per year for non-resident customers. The sewer user rates will be increasing to \$425 per year.

**Capital Improvements Update:** Capital improvements necessary to bring the Proctor drinking water system into regulatory compliance are underway. This summer we will complete pipe upgrades on the east side of town in the vicinity of the Proctor Junior-Senior High School. This fall we expect to complete construction of the new building for the replacement well at Field Street and bid the work for installation of a new water storage tank to serve the Bluff Street neighborhood. Next year we will be replacing the water storage tank on the east side of town and preparing to transition over from the surface water source to groundwater. We are on schedule to complete all regulatory required improvements by December 2012.

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly, for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by the Proctor Water Department, WSID #5228.

Date distributed: June 30, 2011