

MANCHESTER WATER DEPARTMENT (WSID #5022)
WATER QUALITY CONFIDENCE REPORT
APRIL 2019

Our goal is to provide a safe and dependable supply of drinking water.

Federal EPA regulations require that water departments throughout the country issue an annual Consumer Confidence Report to all water system customers. This report is designed to satisfy that requirement and to inform our customers about water quality, supply and service. This report is a snapshot of the quality of water that the Town of Manchester provided for January 1 through December 31, 2018. It also includes the date and results of any contaminants that were detected within the past five years, along with the date of detection and concentration.

Manchester Water Department Officials and Public Participation Opportunities

Questions about this report or the Water Department may be directed to any of the local officials listed below. Manchester Water Department values an informed customer base and encourages water users to attend Board of Water Commissioners meetings.

Board of Water Commissioners:

Ivan Beattie - Chair
Doug Kilburn
Tim Madden

Owner

Town of Manchester
40 Jeff Williams Way
Manchester Ctr. VT 05255

Owner / Official

John P. O'Keefe
Town Manager
802-362-1313 - option 2
j.okeefe@manchester-vt.gov

Operator / Technical & Service Assistant

Eric Severance
Water / Sewer Superintendent
802-688-4662
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Billing & Collection

Kathleen Yanez
Finance Assistant
802-362-1313 - option 2
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Water Source Information

The Source of your drinking water is:

Source Name: **Batten Kill Well I (Primary)**
Vermont Source Type: **Gravel Screened Well**
EPA Source Type: **Groundwater**
Source Name: **Batten Kill Well II (Secondary)**
Vermont Source Type: **Gravel Screened Well**
EPA Source Type: **Groundwater**

Protecting Manchester's Drinking Water

On December 8, 1995 the Vermont Water Supply Division approved the Water Department's Source Protection Plan (SPP). The SPP delineates the sensitive Well Head Protection Area around the Batten Kill wells, and outlines strategies to ensure that the aquifer remains free of contamination. Obviously, this recharge area is of vital importance, and the Water Department encourages every citizen in the community to do their part to keep Manchester's water as clean and pure as possible. The SPP may be reviewed and/or copied at the Town Manager's Office.

To protect Manchester's valuable drinking water supply, it is imperative that **none of the following hazardous wastes are ever discarded by flushing them down the drain, into a septic system or by dumping them on the ground.**

Acids	Hair Removers	Rust Solvents
Adhesives	Herbicides	Solvents
Aerosols	Inks	Spot Removers
Antifreeze	Insecticides	Turpentine
Automobile	Insect Repellants	Varnish
Batteries	Lacquers	Weed Killers
Boric Acid	Lubricants	Wood Polishes
Brake Fluid	Motor Oil	Wood
Charcoal Lighter	Muriatic Acid	Preservatives
Fluid	Nail Polish	Wood Stains
Cleaning Fluid	Nail Polish	
Degreasers	Removers	
Dioxin	Oven Cleaners	
Disinfectants	Paints	
Dry Gas	Paint Removers	
Dyes	Pentachlorophenol	
Pesticides	Permanent	
Epoxies	Solutions	
Furniture	Solvents	
Strippers	Solvents	
Gasoline / Diesel	Photo Chemicals	
Fuel	Rat Poison	

SOURCES OF DRINKING WATER AND CONTAMINANTS

The sources of drinking water (both tap water and bottled water) include surface water (streams, lakes) and ground water (wells, springs). 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 U.S. Environmental Protection Agency and the State of Vermont. These regulations limit the amount of various contaminants:

- **Microbial Contaminants** (viruses and bacteria) may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- **Inorganic Contaminants** (salts and metals) can be naturally-occurring or result from the urban stormwater runoff, industrial or domestic wastewater discharges, oil/gas production, mining or farming.
- **Pesticides and Herbicides** may come from agriculture, stormwater runoff, residential uses, and careless disposal of household chemicals.
- **Organic Contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and also come from gas stations, urban stormwater runoff and septic systems.
- **Radioactive Contaminants**, which can be naturally occurring or the result of mining activity.

WATER QUALITY DATA

The tables below list all the drinking water contaminants detected during the 2017 calendar year, and the date and results of any contaminants detected within the past five years. The presence of these contaminants does not necessarily mean that the water poses a health risk.

Terms and abbreviations - To help you better understand these terms, we have provided the following definitions:

- **Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Level 1 Assessment:** A Level 1 Assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
- **Level 2 Assessment:** A Level 2 Assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
- **Locational Running Annual Average (LRAA):** The average of sample analytical results for samples taken at a particular monitoring location during four consecutive calendar quarters.
- **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 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 health. MCLGs allow for a margin of safety.
- **Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. Addition of a disinfectant may help control 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 disinfectants in controlling microbial contaminants.
- **Nephelometric Turbidity Units (NTU):** NTU is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
- **Parts per billion (ppb) or Micrograms per liter (µg/l):** (one penny in ten million dollars).
- **Parts per million (ppm) or Milligrams per liter (mg/l):** (one penny in ten thousand dollars).
- **Picocuries per liter (pCi/L):** A measure of radioactivity in water.
- **Running Annual Average (RAA):** The average of 4 consecutive quarters (when on quarterly monitoring); values in the table represent the highest RAA for the year.
- **Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.
- **90th Percentile:** Ninety percent of the samples are below the action level. (Nine of ten sites sampled were

at or below this level.)

LEVEL OF DETECTED CONTAMINANTS

Contaminant Detected	Level Detected (Units)	MCL	MCLG	Sample Date	Violation Yes or No	Typical Source
Nitrate	0.8 ppm	10	10	1/30/18	N	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Gross Alpha	1.22 pCi/L	15	N/A	5/12/15	N	Erosion of natural deposits
Radium 226	0.348 pCi/L	5	0	7/18/17	N	Erosion of natural deposits
Radium 228	0.288 pCi/L	5	0	7/18/17	N	Erosion of natural deposits
Combined Radium (226 & 228)	0.628 pCi/L	5	0	7/18/17	N	Erosion of natural deposits
Total Trihalomethanes	12 ppb	80	N/A	2018	N	By-product of drinking water disinfection

LEAD AND COPPER ACTION LEVELS

Contaminant Detected	Range	90th Percentile	Sample Date	Action Level	# of Sites Exceeding the Action Level	Total # of Sites Sampled	Typical Source
Copper	0.021-0.15 ppm	0.096	2017	1.3 ppm	0	20	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead	0-4.4 ppb	2.600	2017	15 ppb	0	20	Corrosion of household plumbing systems; erosion of natural deposits

DISINFECTION RESIDUAL

Disinfection Residual	RAA	Range	Unit	MRDL	MRDLG	Typical Source
Chlorine	0.437	0.020 – 1.060	mg/L	4.0	4.0	Water additive to control microbes

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 2017. 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
CCR Report	Failure to Report	Consumer Confidence Report	07/01/2018

The Manchester Water Department did not provide a copy of the Consumer Confidence Report (CCR) to the State by the required deadline. The CCR has since been provided to the State. All other distribution of the CCR was completed by the required deadline.

PUBLIC NOTICE – PERMIT TO OPERATE ISSUED MAY 23, 2013

The Water System is required to notify all users of the following compliance schedule contained in the Permit to Operate issued by the State of Vermont Agency of Natural Resources:

On or before October 1, 2013 and no later than October 1 of each subsequent year, the Permittee shall provide the Secretary (attention: Tim Raymond, Operations and Engineering Section Chief) with an Annual Report updating the Water System's long range improvements plan and implementation schedule (LRP) and address the Water System's capability to meet the proposed infrastructure improvement dates. This Annual Report will notify the Division of the Water System's progress in meeting the LRP improvements schedule for each project milestone addressed in the LRP. Proposed improvements are to be ranked and prioritized based on the overall risk of failure, health risk and project improvement cost(s). A revised improvements plan and schedule is to be developed for the Water System should it be determined that the current projects implementation schedule that has been approved by the Division is not obtainable.

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 individuals and infants, can be particularly at risk of infections. These people should seek advice from their healthcare providers about drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Drinking water, including bottled water, may be reasonably 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 MANCHESTER 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 www.epa.gov/safewater/lead.

WATER CONSERVATION

Vermonters are fortunate to live in a state where water is relatively plentiful and clean. As Vermont's population grows, however, water conservation will play an increasingly important role in protecting the health of our state's lakes and streams and the safety of our drinking water supplies. Using water more efficiently will protect and conserve drinking water supplies and save energy.

We can help safeguard our own health and the health of our neighbors by using less water. Water conservation can improve septic system performance, reduce the risk of groundwater contamination and limit the potential for septic system repair or replacement. If you use the municipal sewer system, water conservation can result in less chemicals for treatment and discharge of treated sewage. Water conservation also provides energy conservation savings as less electricity is needed to heat, pump, and treat water.

Customers are encouraged to research information at: www.epa.gov/watersense

