



Middletown Water Department 2020 Consumer Confidence Report



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This report contains important information about your drinking water.
Este informe contiene información muy importante sobre su agua beber.

Our Mission Continues

The Middletown Water Department is once again pleased to present our annual consumer confidence report covering all testing performed between January 1 and December 31, 2020. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users. Please remember that we are always available should you ever have any questions or concerns about your water.

Is my water safe?

To ensure that your tap water is of the highest quality, the U.S. Environmental Protection Agency (EPA) and the Connecticut Department of Public Health have established regulations that limit the amount of certain contaminants in drinking water provided by public-water systems. A review of 2020 water quality data shows that your drinking water is within the standards set by both regulatory agencies. In 2020, we performed over 16,000 tests on water samples from various locations throughout the water supply system testing for no less than 100 different regulated contaminants. The regulated contaminants that were detected are identified in this report. Those that were detected were present in amounts that are allowed by state and federal regulations established under the Federal Safe Drinking Water Act. The Middletown Water Department (MWD) is not required to test for all regulated contaminants every year. State and federal regulations establish time tables for which contaminants need to be tested and when.

Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as those with cancer undergoing chemotherapy, those 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 or <http://water.epa.gov/drink/hotline>.

Our Water Sources

Your drinking water comes from four reservoirs and one ground water aquifer. The reservoirs are filled from their watershed and the aquifer is a natural sand, gravel, and bedrock formation below the surface of the ground that is saturated with water. Over 70 percent of the tap water that the Middletown Water Department produces comes from the aquifer located along the Connecticut River. The map provided on the following page depicts the areas served by our two sources. The water is distributed to the two regions through a network of pipes, pumps stations, and tanks. Our distribution system is interconnected, water from both sources may be delivered to some neighborhoods. This blending of water permits us to not only meet your water demands, especially during a heat wave, but readily assures that water is available for firefighting or other emergencies. In 2020, the water department produced a total of 1.18 billion gallons of water with an average day demand of 3.24 million gallons. The water quality data on the following pages show the test results for the water that originates from the reservoirs and from the aquifer. Please note that the water coming from your tap could be from reservoirs, the aquifer, or a combination of both during the various times of the year.

What we do to assure your drinking water complies with federal and state standards.

The drinking water that reaches your tap goes through a multi-step treatment and filtration process.

Source Water Assessment Program

A source water assessment of our water supplies was completed by the Connecticut Department of Public Health Drinking Water Division. The assessment program identifies potential risk of contamination that might affect the quality of our water sources. Middletown's overall susceptibility to potential sources of contamination was considered to be low for its surface water supplies because more than eighty percent of the watershed is owned by the City and is preserved as open space. The overall susceptibility to potential sources of contamination for the groundwater supplies was also considered to be low. The complete report can be found on the Department of Public Health's website: <http://www.ct.gov/dph/publicdrinkingwater>

Reservoirs & Aquifers

Our source water protection program focuses on pollution prevention and watershed management. We protect over 1,400 acres of land in our watershed and manage it carefully. We vigilantly monitor the quality of the water and all activity on the surrounding land, constantly watching for potential activities that could contaminate the reservoirs and aquifer that are used as the sources of your tap water. In addition, the City of Middletown has created zoning requirements that establish an aquifer protection area for the wellfield and watershed protection areas for the reservoirs. These regulations restrict certain activities that could potentially pose a risk to the aquifer and the reservoirs.

Treatment

Aquifer water is naturally filtered underground and then filtered once more in our John S. Roth water treatment plant. Reservoir water is treated at our Charles B. Bacon water treatment plant. The treatment process is comprised of coagulation, flocculation, sedimentation, and filtration to remove impurities. Both aquifer water and reservoir water are disinfected with chlorine to kill microbes that can cause illness. We also add fluoride to prevent dental decay and phosphate to control corrosion of pipes.

Distribution

The treated or finished water is delivered to you through a 180-mile-long network of pipes, pumping stations, and storage tanks. We carefully maintain our extensive distribution system to insure that high quality water is available when you turn on your tap.



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;
- Maintaining regulated water pressure throughout the system;

- Monitoring and inspecting machinery, meters, gauges, and operating conditions;
- Conducting tests and inspections on water and evaluating the results;
- Responding to questions and concerns from customers;
- Checking for cross connection issues;
- 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 and are always at your service.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the Department of Environmental Protection (DEP) and the U.S. Environmental Protection Agency (U.S. EPA) prescribe regulations limiting the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Connecticut Department of Public Health regulations establish limits for contaminants in bottled water, which 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 and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Substances that may be present in source water include:

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

Pesticides and Herbicides may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

Microbial Contaminants such as bacteria and viruses may come from the sewage-treatment plants, septic systems, agricultural livestock operations, wildlife or other natural sources.

Organic Chemical Compounds including both synthetic and volatile organic chemicals are by-products of industrial processes, coatings, petroleum production, gas station operations, urban storm water runoff, or septic systems. Trihalomethanes and Haloacetic acids are disinfection by-products that result from the use of chlorine as a disinfectant in water treatment.

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

Radon is a naturally occurring radioactive gas that you cannot see, taste or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. It can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water during showers, washing dishes, and other household activities. In most cases, however, radon entering the home through tap water is only a small portion of all the radon in indoor air. Radon is a carcinogen, breathing air-containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air. Testing is inexpensive and easy. If the level of radon in your air is four Pico Curies per liter of air (pCi/l) or higher, you need to take steps to reduce it. For additional information, contact the Middletown Health Department (860-638-4960), call your Connecticut State radon program, or contact EPA's Radon Hotline (800-767-7236).

Information on Unregulated Contaminants

The MWD participated in the fourth phase of the Unregulated Contaminant Monitoring Rule List 4 (UCMR4). Unregulated contaminants are those for which the EPA has not established drinking water standards. Monitoring assists the EPA in determining the occurrence of these compounds and whether or not regulation is warranted. Detections are summarized in the following tables, along with typical sources. For general information on UCMR, visit <https://www.epa.gov/dwucmr> or contact EPA's Safe Drinking Water Hotline at 1-800-426-4791.

Lead and Copper in Drinking Water

The EPA developed the Lead and Copper Rule (LCR) to protect public health by minimizing lead and copper levels in drinking water. The most common source of lead and copper in drinking water is corrosion of plumbing materials. 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 physicians.

What you can do to reduce lead exposure in your home

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. 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 water containing lead in excess of the action level over many years could develop kidney problems or high blood pressure. The lead and copper rule established an action level of 15 ppb (parts per billion) for lead and 1.3 ppm (parts per million) for copper based on the 90th percentile level of tap water samples. This means that no more than 10 percent of the samples can be above either action level. The Maximum Contaminant Level Goal (MCLG) for copper is 1.3 ppm, the MCLG for lead is zero (MCLG=0). The test frequency for lead and copper is determined by state and federal regulatory agencies with sampling conducted at the consumer's tap. The MWD is currently under a reduced monitoring program for lead and copper testing due to performance. In 2018 thirty homes in Middletown were tested for lead and copper and once again the results showed that the Middletown Water Department was in compliance with federal and state standards.

Cryptosporidium

Cryptosporidium is a microscopic organism commonly found in the environment. Cryptosporidium can contaminate surface waters, including drinking water sources, via runoff from within the watershed. Ingestion of a small amount of Cryptosporidium from contaminated water can cause Cryptosporidiosis, a gastrointestinal illness that typically lasts 10 to 14 days. In 2019 the Middletown Water Department completed a second two (2) year monitoring program for Cryptosporidium as required by the EPA's Long Term Enhanced Surface Water Treatment Rule (LT2). Samples of untreated source water from our Higby Reservoir were collected monthly. To date, Cryptosporidium has not been detected in any of the samples that have been collected and analyzed under this program. If this trend continues throughout the program, the MWD will be able to comply with the LT2 treatment requirements without the need to install any additional treatment processes.

Sodium

Sodium is an essential nutrient in your diet. It helps maintain the correct balance of fluids in your body and transmit nerve impulses to your muscles. Sodium in drinking water normally presents no health risks, as about 99 percent of your daily salt intake is from food and only about one percent is from water. For comparison, whole milk has a sodium content of 530 milligrams per liter.

Wise water use for conservation

Water is a limited resource so it is vital that we all work together to use it wisely. Here are a few tips you can follow to help conserve water:



Turn off the faucet while brushing teeth, or shaving. Store a jug of ice water in the refrigerator for a cold drink. Run only full loads in dishwashers and washing machines. Rinse all hand-washed dishes at once.



Check for leaky toilets by putting a drop of food coloring in the tank, let it sit, if the water in the bowl turns color you have a leak. A leaking faucet or toilet can dribble away thousands of gallons of water in a year. Consider replacing your 5-gallons per flush toilet with an efficient 1.6 gallon per flush unit. This will permanently cut your water consumption by 25%.



Taking a shower uses much less water than filling up a bathtub. A shower only uses 10 to 25 gallons, while a bath takes up to 70 gallons! If you do take a bath, be sure to plug the drain right away and adjust the temperature as you fill the tub. To save even more water, keep your shower under five minutes long. Try timing yourself with a clock next time you hop in!



Water shrubs and gardens using a slow trickle around the roots. A slow soaking encourages deep root growth, reduces leaf burn or mildew and prevents water loss. Select low-water demanding plants that provide an attractive landscape without high water use. Apply mulch around flowers, shrubs and trees to reduce evaporation, promote plant growth and control weeds. Shrubs and ground cover require less maintenance, less water, and provide year round greenery. Water lawn and plants in the early morning or evening hours to avoid excess evaporation. Don't water on windy, rainy or very hot days and be sure sprinklers water only your lawn, not the pavement.



When washing your car, wet it quickly, turn off the spray, wash it with soapy water from the bucket and rinse it quickly. Never use the hose to clean debris off your driveway or sidewalk use a broom or an air blower. Be sure that your hose has a shut-off nozzle. Hoses without a nozzle can waste up to 10 gallons per minute. Rinse other items, such as bicycles or trash cans on the lawn to give your grass an extra drink.



The Middletown Water Department continues to make Water Conservation Kits available to our customers. Each kit contains leak detector tablets, a toilet bladder for reducing usage from older toilets, faucet flow restrictors, and a low flow showerhead. There is no cost for the kit. They may be picked up at our office at 82 Berlin Street, Mon-Fri 8:30am-4:30pm, limit two kits per residence. For more tips on how to use water wisely call (866) WTR-SENS (987-7367) (toll-free WaterSense Helpline)

Helpful Drinking Water Quality Definitions

The following definitions will help you better understand the water quality results presented in this report.

AL = Action Level	<i>The concentration of a contaminant, which if exceeded, triggers treatment or other requirements that a water system must follow.</i>
BDL = Below Detection Level	<i>Calculated value resulting below detection level.</i>
MCL = Maximum Contaminant Level	<i>The highest level of a contaminant allowed in drinking water. Maximum Contaminant Levels are set as close to the Maximum Contaminant Level Goals as feasible using the best available treatment technology.</i>
MCLG = Max. Contaminant Level Goal	<i>The level of a contaminant in drinking water below which there is no known or expected risk to health. Maximum Contaminant Level Goals allow for a margin of safety.</i>
MRDL = Max. Residual Disinfectant Level	<i>The level a disinfectant added for water treatment that may not be exceeded at consumer's tap without adverse health effects.</i>
MRDLG = Max. Residual Disinfectant Level Goal	<i>The level a disinfectant added for water treatment that may not be exceeded at consumer's tap without adverse health effects.</i>
TT = Treatment Techniques	<i>A required process intended to reduce the level of contaminant in drinking water.</i>
MRR = Minimum Removal Ratio	<i>The calculated value derived for Total Organic Carbon (TOC) percent removal.</i>
NTU = Nephelometric Turbidity Units	<i>A measure of clarity of water. Turbidity more than five NTU is just noticeable to the average person.</i>
ND = Not Detected	<i>Not Detected</i>
N/A = No MCL or MCLG	<i>No MCL or MCLG established</i>
ppm = Parts per million	<i>A measure of the concentration of a substance, analogous to one (1) penny in \$10,000 dollars.</i>
ppb = Parts per billion	<i>Parts per billion. A measure of the concentration of a substance, analogous to one (1) penny in \$10,000,000 dollars.</i>

Charles B. Bacon Water Treatment Plant at Higby Reservoir

Water Ready For Consumption

Levels of regulated contaminants

Parameter	MCL	MCLG	Highest Level and Range Detected During 2020	Potential Sources of Contaminant	Compliance
Turbidity	TT=0.3 NTU	0 NTU	0.14 NTU (Range 0.07 - 0.14) 0.09 Average (e)	Soil runoff	Yes
Turbidity	TT= Percent of samples <0.3 NTU	N/A	100% (e)		Yes
Parameter	MCL	MCLG	Minimum Removal Ratio During 2020	Potential Sources of Contaminant	Compliance
Total Organic Carbon	TT = 1 ratio min.	N/A	1.0 April	Naturally present in the environment	Yes
Parameter	MRDL	MRDLG	Average Level and Range Detected During 2020	Potential Sources of Contaminant	Compliance
Chlorine	4 ppm	4 ppm	1.41 ppm (Range 0.96 – 2.06)	Water additive used to control microbes	Yes
Fluoride	4 ppm	4 ppm	0.69 ppm (Range 0.56 - 0.82)	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	Yes
Parameter	MCL	MCLG	Level Detected During 2020	Potential Sources of Contaminant	Compliance
Barium	2 ppm	2 ppm	0.008 ppm	Discharge of drilling waste; discharge from metal refineries; erosion of natural deposits	Yes
Chloride	250 ppm	N/A	25.5 ppm	Naturally present in the environment	Yes
Nitrate (as Nitrogen)	10 ppm	10 ppm	0.008 ppm	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits	Yes

Disinfection byproducts

Parameter	MCL	Level Detected During 2020	Potential Sources of Contaminant	Compliance
Total Trihalomethanes (TTHM)	80 ppb	22.7 ppb (a)	By-product of drinking water chlorination	Yes

Surface water region-unregulated components of disinfection byproducts

Parameter	MCL	Level Detected During 2020	Potential Sources of Contaminant	Compliance
Bromodichloromethane	N/A	4.8 ppb	By-product of drinking water chlorination	N/A
Chloroform	N/A	17.1 ppb	By-product of drinking water chlorination	N/A
Dibromochloromethane	N/A	0.8 ppb	By-product of drinking water chlorination	N/A

Surface water region-levels of unregulated contaminants

Parameter	MCL	Highest Level and/or Range Detected During 2020	Potential Sources of Contaminant	Compliance
Sodium	Notification Level 28	15.2 ppm (g)	Naturally present in the environment; sources such as road salt storage and application, industrial waste, sewage and fertilizers are usually the cause of elevated levels in drinking water supplies	N/A
Sulfate	N/A	5.5 ppm	Naturally present in the environment	N/A

John S. Roth Wellfield and Treatment Plant

Water Ready For Consumption

Levels of regulated contaminants

Parameter	MCL	MCLG	Highest Level and Range Detected During 2020	Potential Sources of Contaminant	Compliance
Turbidity	TT= 5 NTU	0	0.63 NTU (Range 0.04 - 0.63), 0.12 Average	Soil runoff	Yes
Microbial Pathogens	TT=100% 4 log removal based on	N/A	100 % Achieved (h)		Yes
Parameter	MRDL	MRDLG	Average Level and Range Detected During 2020	Potential Sources of Contaminant	Compliance
Chlorine	4 ppm	4 ppm	1.37 ppm (Range 0.98 – 2.25)	Water additive used to control microbes	Yes
Fluoride	4 ppm	4 ppm	0.69 ppm (Range 0.32 - 0.84)	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	Yes

Ground water region-levels of regulated contaminants

Parameter	MCL	MCLG	Level Detected During 2020	Potential Sources of Contaminant	Compliance
Barium	2 ppm	2 ppm	0.024 ppm	Discharge of drilling waste; discharge from metal refineries; erosion of natural deposits	Yes
Chloride	250 ppm	N/A	27.0 ppm	Naturally present in the environment	Yes
Nitrate (as Nitrogen)	10 ppm	10 ppm	0.309 ppm	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits	Yes

Disinfection byproducts

Parameter	MCL	Level Detected During 2020	Potential Sources of Contaminant	Compliance
Total Trihalomethanes (TTHM)	80 ppb	8.1 ppb (a)	By-product of drinking water chlorination	Yes

Ground water region-unregulated components of disinfection byproducts

Parameter	MCL	Level Detected During 2020	Potential Sources of Contaminant	Compliance
Bromodichloromethane	N/A	2.7 ppb	By-product of drinking water chlorination	N/A
Chloroform	N/A	4.8 ppb	By-product of drinking water chlorination	N/A
Dibromochloromethane	N/A	0.6 ppb	By-product of drinking water chlorination	N/A

Ground water region-levels of unregulated contaminants

Parameter	MCL	Highest Level Detected During 2020	Potential Sources of Contaminant	Compliance
Sodium	Notification Level 28	20.7 ppm (g)	Naturally present in the environment; sources such as road salt storage and application, industrial waste, sewage and fertilizers are usually the cause of elevated levels in drinking water supplies	N/A
Sulfate	N/A	7.9 ppm	Naturally present in the environment	N/A

Ground water levels for UCMR4 (Unregulated Contaminant Monitoring Rule 4)

Parameter	MCL	Highest Level and/or Range Detected During 2020	Compliance	Compliance
Manganese	N/A	1.1 ppb (Range ND –1.1)	Naturally-occurring element; commercially available in combination with other elements and minerals: used in steel production.	N/A

Distribution System (System Wide Service Area)

Levels of regulated contaminants for reservoir and aquifer service areas.

Parameter	MCL	MCLG	Highest Level and Range Detected During 2020		Compliance
Total Coliform Bacteria	Presence of coliform bacteria not to exceed 5.00% of monthly samples	0%	0.0% (Range ND)	<i>Naturally present in the environment</i>	Yes
Turbidity	TT= 5.0 NTU	0 NTU	0.63 NTU (Range 0.04- 0.63) 0.12 Average	<i>Soil runoff</i>	Yes
Parameter	MCL	MCLG	Level at 90th Percentile 2018 (b)		Compliance
Lead	AL=15 ppb (c)	0 ppb	<1.0 ppb at 90th Percentile, Analyzed 2018 (d)	<i>Corrosion of household plumbing systems; erosion of natural deposits</i>	Yes
Copper	AL=1.3 ppm (c)	1.3 ppm	0.13 ppm at 90th Percentile, Analyzed 2018 (d)	<i>Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives</i>	Yes
Parameter	MCL	MCLG	Average Level and Range Detected During 2020		Compliance
Total Trihalomethanes (TTHM)	80 ppb Average	N/A	47.2 ppb (Range 24.0 – 89.2 (a))	<i>By-product of drinking water chlorination</i>	Yes
Total Haloacetic Acids (THAA)	60 ppb Average	N/A	22.2 ppb (Range 15.1 – 26.7 (a))	<i>By-product of drinking water chlorination</i>	Yes

System wide unregulated components of disinfection byproducts.

Parameter	MCL	Highest Level and/or Range Detected During 2020		Compliance
Bromodichloromethane	N/A	9.0 ppb (Range 5.8 – 12.2)	<i>By-product of drinking water chlorination</i>	N/A
Chloroform	N/A	36.7 ppb (Range 17.0 – 75.1)	<i>By-product of drinking water chlorination</i>	N/A
Dibromochloromethane	N/A	1.5 ppb (Range 1.0 – 2.8)	<i>By-product of drinking water chlorination</i>	N/A
Dichloroacetic Acid	N/A	10.3 ppb (Range 7.0 – 13.0)	<i>By-product of drinking water chlorination</i>	N/A
Monochloroacetic Acid	N/A	0.6 ppb (Range ND – 1.1)	<i>By-product of drinking water chlorination</i>	N/A
Dibromoacetic Acid	N/A	ND ppb (Range ND – 0.6)	<i>By-product of drinking water chlorination</i>	N/A
Trichloroacetic Acid	N/A	11.3 ppb (Range 8.1 – 13.3)	<i>By-product of drinking water chlorination</i>	N/A

Distribution System levels for UCMR4 (Unregulated Contaminant Monitoring Rule 4)

Parameter	MCL	Highest Level and/or Range Detected During 2020		Compliance
Monochloroacetic Acid	N/A	BDL ppb (Range ND - 2.1)	<i>By-product of drinking water chlorination</i>	N/A
Monobromoacetic Acid	N/A	BDL ppb (Range ND - 0.8)	<i>By-product of drinking water chlorination</i>	N/A
Dichloroacetic Acid	N/A	11.8 ppb (Range 6.5 - 17.1)	<i>By-product of drinking water chlorination</i>	N/A
Trichloroacetic Acid	N/A	12.7 ppb (Range 8.7 - 16.6)	<i>By-product of drinking water chlorination</i>	N/A
Bromochloroacetic Acid	N/A	2.4 ppb (Range 1.8 - 3.1)	<i>By-product of drinking water chlorination</i>	N/A
Bromodichloroacetic Acid	N/A	2.9 ppb (Range 2 - 4.8)	<i>By-product of drinking water chlorination</i>	N/A
Dibromoacetic Acid	N/A	BDL ppb (Range ND - 0.6)	<i>By-product of drinking water chlorination</i>	N/A
Chlorodibromoacetic Acid	N/A	0.5 ppb (Range 0.4 - 1.0)	<i>By-product of drinking water chlorination</i>	N/A
Total Organic Carbon	N/A	3.34 ppm (Range 2.37 - 3.90)	<i>Naturally present in the environment</i>	N/A

Notes

- (a) Individual sample and individual location
- (b) Calculated value derived from the analysis performed on high-priority customers (lead & copper testing is required every 3 years, the MWD maintains compliance)
- (c) Action level is based on the calculated 90th percentile (lead & copper testing is required every 3 years, the MWD maintains compliance)
- (d) Test frequency as determined by state and federal regulatory agencies (lead & copper testing is required every 3 years, the MWD maintains compliance)
- (e) 95% of samples within a given month
- (f) Ratio is a value derived from monthly TOC percent removal calculation
- (g) See Sodium notice on page 4
- (h) Treatment that reliably achieves at least 99.99 percent (4-log) treatment of viruses using inactivation

Middletown Water Department Consumer Confidence Report 2020

Dear Valued Customer:

We understand this past year has been difficult and we would like to bring you some comfort in the fact that the water being provided meets all the state and federal requirements. At no other time in our lives has reliable access to water for hygiene and to protect the health of our customers and communities been so critical. Our team of dedicated and highly trained professionals is committed to providing you with a reliable supply of high quality water and responsive service. We know the most important thing we do each and every day is to provide clean, safe drinking water so families like yours can maintain good health.

This report provides you with a summary of the water quality data collected through calendar year 2020. The pages of this report contain a map and important terminology. Please refer to this information as you review the water quality data within the tables on pages 6 through 8. This report was produced to give you a better understanding of where your water comes from, and how the water is protected, treated, and tested. Our goal is to help you understand more about the water and the system that is delivering to your tap.

If you wish to participate in decisions that may affect the quality of your drinking water, the Water Pollution Control Authority meets at the Water & Sewer headquarters on the first Thursday of the month at 7:00pm. Contact the water department at 860-638-3500 to confirm dates and times.

If you have further questions about your water service, or this report, please call Customer Service at 860-638-3500 or visit us online at <http://www.middletownct.gov/water> . We welcome your interest in our city's public water system.

Sincerely,



Benjamin Florsheim
Mayor
City of Middletown



Dale Aldieri
Chairman
WPCA



Joseph S. Fazzino, P.E.
Director
Water & Sewer Department



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