

Annual Drinking Water Quality Report for 2015

Town of Big Flats Water Districts 2 and 3

Public Water Supply ID# 0701011

February 2016

To comply with State regulations, the Town of Big Flats is issuing its annual report describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. This report provides an overview of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards.

If you have any questions about this report or concerning your drinking water, please contact Shawn Crater, Water Systems Supervisor at 607-562-8443, extension 228. (TDD# - 711) Please feel free to attend our Water Board meetings. They are held the 4th Wednesday of the month at 7 pm at the Town Hall.

Where does our water come from?

In general, 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 can pick up substances resulting from the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Department's and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Our water sources are two 40-foot-deep wells and a 50-ft deep well. Our system is interconnected so all 3 wells serve Districts 1, 2 & 3 (now known as Water District 5) in some capacity. We maintain the proper level of disinfection against microbial contaminants as determined by our chlorine residual sample results that fall within the acceptable range of 0.21 mg/L to 2.54 mg/L. Districts 2 & 3 serve about 3800 people through approximately 1100 residential service connections.

Facts and Figures

Our water system serves about 3,800 residential customers, the mall, five hotels and several shopping centers, through approximately 1580 service connections. Our three wells produced 214.9 million gallons of water in 2015. We pumped an average of 588,786 gallons of water into our system everyday. On our highest single day we pumped a total of 1,041,000 gallons into the system.

The early part of 2015 was extremely cold. We repaired eleven leaks in the system in 2015. We were able to account for approximately 94% of the water we pumped in 2015 through billing records, usage records, authorized hydrant use and the leaks we uncovered and repaired. The 6% of water we cannot account for is attributed to unfound leaks, water meters and unauthorized use. This information is based on the 2015 customer billing records and other records in the water department office.

The Town Board passed new water rates in November 2015. These are in effect for monthly billed accounts in February 2016 and for quarterly billed accounts starting in April 2016. The average residence uses about 15,000 gallons each billing quarter. This results in an annual bill of \$204 for 60,000 gallons.

Improvements to the system are always on the table. In 2015 we remetered the entire Town with new radio read meters from Master Meter. We also purchased new billing software. Between those two projects we will be saving time and money along with accessibility to useful information to help our future plans. We are also planning a booster pump station located near the NYSEG and DDR interconnect. This will serve as an emergency back-up for our system. We are also looking at upgrading our leak detection equipment.

Source Water Assessment Program (SWAP)

The NYS DOH has completed a source water assessment for this system, based on available information. Possible and actual threats to this drinking water source were evaluated. The state source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily contaminants can move through the subsurface to the wells. The susceptibility rating is an estimate of the potential for contamination of the source water, it does not mean that the water delivered to consumers is, or will become contaminated. See section "Are there contaminants in our drinking water?" for a list of the contaminants that have been detected. The source water assessments provide resource managers with additional information for protecting source waters into the future.

As mentioned before, our water is derived from 3 drilled wells. The source water assessment has rated these wells as having a high susceptibility to microbials, nitrates, industrial solvents, metals and other industrial contaminants. These ratings are due

primarily to the close proximity of a permitted discharge facility (industrial/commercial facilities that discharge wastewater into the environment and are regulated by the state and/or federal government); a toxic chemical release facility; and agricultural land in relation to the wells. In addition, the wells draw from an unconfined aquifer with high hydraulic conductivity. Please note that, while the source water assessment rates our wells as being susceptible to microbials, our water is disinfected to ensure that the finished water delivered into your home meets the New York State drinking water standards for microbial contamination. A copy of this assessment, including a map of the assessment area, can be obtained by contacting us.

Are there contaminants in our drinking water?

As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: total coliform, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, and synthetic organic compounds. The table presented below depicts which compounds were detected in your drinking water. The State allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. You may note that we are including more contaminants on our tables but be assured that our water hasn't changed. The laboratories are able to report lower detection limits as their instruments get better.

It should be noted that all drinking water, including bottled drinking 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 EPA's Safe Drinking Water Hotline (800-426-4791) or the Chemung County Health Department at 737-2019.

Contaminants Detected in 2015 (or latest test)

Definitions used in the table:

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

Maximum Contaminant Level Goal (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 (AL): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.

Milligrams per liter (mg/l): Corresponds to one part of liquid in one million parts of liquid (parts per million - ppm).

Micrograms per liter (ug/l): Corresponds to one part of liquid in one billion parts of liquid (parts per billion - ppb).

Not Detected (N/D): The contaminant was not detected in the laboratory test.

Not Applicable (N/A):

Picocuries per liter (pCi/L): A measure of radioactivity in water.

Distribution System

Contaminant	Violation Yes/No	Sample Date	Level Detected	Unit Measurement	MCLG	Regulatory Limit MCL (AL)	Likely Source of Contamination
Haloacetic Acids 2 Samples	N	8/15	Avg 6.5 Range 6.2– 6.9	ug/L	N/A	60	By-product of drinking water chlorination
Trihalomethanes 2 Samples	N	8/15	Avg 18.2 Range 18-18.3	ug/L	N/A	80	By-product of drinking water chlorination
Lead 20 samples Note 1	N	6/13	90 th %=4.1 Range 0.7– 5.8	ug/L	0	15 (AL)	Corrosion of household plumbing
Copper 20 Samples Note 1	N	6/13	90th% = .13 Range .02 - .23	mg/L	1.3	1.3 (AL)	Corrosion of household plumbing

Note 1: The 90th Percentile (90th %) means that 90% of the results were less than or equal to the number reported. No samples exceeded the action level for lead or copper. If present, elevated levels of lead can cause serious health problems, especially for pregnant women, infants, and young children. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. Big Flats 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 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 (1-800-426-4791) or at <http://www.epa.gov/safewater/lead>.

Consumer Square Well

"This institution is an equal opportunity provider and employer."

Contaminant	Violation Yes/No	Date of Sample	Level Detected	Unit Measure -ment	MCLG	Regulatory Limit MCL (AL)	Likely Source of Contamination
Arsenic	N	3/15	1	ug/L	10	10	
Barium	N	3/15	.15	mg/L	2	2	Erosion of natural deposits.
Nickel	N	3/15	1.25	ug/L	100	100	
Nitrate	N	2/15	1.51	mg/L	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage;
Sodium	N	3/15	113	mg/L	N/A	Note 2	Naturally occurring; Road salt; Water softeners; Animal waste.
1,1,1-Trichloroethane 5 Samples	N	2015	Avg 1.10 Range .94 – 1.25	ug/L	5	5	Industrial solvent used for cleaning & degreasing.

Note 2: Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.

Carpenter Road Wells

Contaminant	Violation Yes/No	Date of Sample	Level Detected	Unit Measure -ment	MCLG	Regulatory Limit MCL (AL)	Likely Source of Contamination
Arsenic 4 Samples	N	2014	Avg 0.5 Range N/D – 1.0	ug/L	10	10	Erosion of natural deposits.
Barium 4 Samples	N	2014	Avg 0.15 Range 0.13 – 0.17	mg/L	2	2	Erosion of natural deposits.
Chromium 4 Samples	N	2014	Avg 1.55 Range N/D – 3.3	ug/L	100	100	Erosion of natural deposits.
Nickel 4 Samples	N	2014	Avg 0.7 Range N/D – 1.4	ug/L	N/A	N/A	Naturally occurring; corrosion of stainless steel pipe fittings
Nitrate 8 Samples	N	2015	Avg 3.33 Range 2.76 – 3.85	mg/L	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage
Sodium 2 samples	N	6/14	Avg 43.0 Range 39.8 – 46.2	mg/L	N/A	Note 2	Naturally occurring; Road salt; Water softeners; Animal waste.
Gross Alpha 2 Samples	N	9/13	Avg 2.99 Range 2.74 – 3.22	pCi/L	0	15	Naturally occurring;
Radium 228 2 Samples	N	9/13	Avg 0.75 Range 0.4 – 1.1	pCi/L	0	5	Naturally occurring;

Note 2: Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.

What does this information mean?

As you can see by the table, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below the level allowed by the State.

Is our water system meeting other rules that govern operations?

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. Due to oversight, we did not collect our monthly samples for total coliform bacteria last November. We therefore cannot be sure of the quality of our drinking water during that time. We returned to compliance when we collected our routine samples on December 02, 2015.

Do I need to take special precautions?

Some people may be more vulnerable to disease causing microorganisms or pathogens 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 from their health care provider about their drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium*, *Giardia* and other microbial pathogens are available from the Safe Drinking Water Hotline (800-426-4791).

How can I help save water?

Saving water lessens the strain on the water system during a dry spell or drought. You can play a role in conserving water by becoming conscious of the amount of water your household is using, and by looking for ways to use less whenever you can. It is not hard to conserve water. Conservation tips include:

- Fill a pitcher of water and keep it in the refrigerator for cold drinking water instead of running the faucet until the water gets cold. A running faucet can waste 3-5 gallons of water per minute. This will also lessen the chlorine taste in the water.
- Fix leaky faucets and toilets. A slow drip can waste 15 - 20 gallons per day. A larger leak or running toilet can waste up to 100 gallons per day.
- You can check your water usage on your water meter each week. This is especially helpful for leaks you may not be able to hear. For help reading the water meter you can call the water department.

Annual Drinking Water Quality Report for 2015

Harris Hill Manor (Big Flats Water District #4)

Public Water Supply ID# 0701005

February 2016

To comply with State regulations, the Town of Big Flats is issuing its annual report describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. Last year your tap water met all State drinking water health standards. We are proud to report that our system has never violated a maximum contaminant level or any other water quality standard. This report provides an overview of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards.

If you have any questions about this report or concerning your drinking water, please contact Shawn Crater, Water Systems Supervisor at 607-562-8443, extension 228. (TDD#- 711) Please feel free to attend our Water Board meetings. They are held the 4th Wednesday of the month at 7pm at the Town Hall.

Where does our water come from?

In general, 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 can pick up substances resulting from the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Department's and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Our water source is a 107-foot deep well. We maintain the proper level of disinfection against microbial contaminants as determined by our chlorine residual sample results that fall within the acceptable range of 0.42 mg/L to 0.90 mg/L. Our water system serves about 266 people through 77 service connections.

Approximately 97% of the water pumped from our well was billed directly to customers. This information is based on the 2015 customer billing records. Approximately 1%, was identified as being used for street sweeping, flushing, tank emptying, leaks and pool fills. That leaves about 2% unaccounted for water which would be attributed to meters, leaks and unauthorized use. During 2015, our system did not experience any restriction of our water source.

In 2015 the Big Flats Water Department approved purchase and installation of a radio read metering system. All water meters in the Town were changed out to a new radio read Master Meter. This change will help us bill more accurately for water usage. The Town also passed new water rates in November 2015. These rates will be in effect starting with the April 2016 billing cycle.

Are there contaminants in our drinking water?

As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, total trihalomethanes, and synthetic organic compounds. The table presented below depicts which compounds were detected in your drinking water. The State allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently.

It should be noted that all drinking water, including bottled drinking 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 EPA's Safe Drinking Water Hotline (800-426-4791) or the Chemung County Health Department at 737-2019.

Contaminants Detected in 2015 (or most recent test)

District 4 Well

Contaminant	Violation Yes/No	Date of Sample	Level Detected	Unit Measurement	MCLG	Regulatory Limit MCL (AL)	Likely Source of Contamination
Barium	N	7/15	0.09	mg/L	2	2	Erosion of natural deposits.
Nitrate	N	2/15	0.56	mg/L	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage

Distribution System

Contaminant	Violation Yes/No	Date of Sample	Level Detected	Unit Measure- ment	MCLG	Regulatory Limit MCL (AL)	Likely Source of Contamination
Copper 5 samples Note 1	N	6/13	90 th Percentile 0.1 Range 0.06–0.11	mg/L	1.3	AL = 1.3	Corrosion of household plumbing
Lead 5 samples Note 1	N	6/13	90 th Percentile 2.2 Range ND–2.6	ug/L	0	AL =15	Corrosion of household plumbing
Sodium Note 2	N	6/14	14.9	mg/L	N/A	N/A	Naturally occurring; Road salt; Water softeners; Animal waste.
Total Haloacetic acids	N	8/14	4	ug/L	N/A	60	By-product of drinking water chlorination needed to kill harmful organisms.
Total Trihalomethanes	N	8/14	2	ug/L	N/A	80	By-product of drinking water chlorination needed to kill harmful organisms.

Note 1: The number reported is the 90th Percentile. This means that 90 percent of homes tested were less than or equal to the level reported. We conducted one round of testing in 2013. No samples exceeded the action level for lead or copper. 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 Water District 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 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>.

Note 2: Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.

Definitions used in the table:

Maximum Contaminant Level (**MCL**): Highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible.

Maximum Contaminant Level Goal (**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 (**AL**): Concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.

Milligrams per liter (**mg/l**): Corresponds to one part of liquid in one million parts of liquid (parts per million - ppm).

Micrograms per liter (**ug/l**): Corresponds to one part of liquid in one billion parts of liquid (parts per billion - ppb).

Not Detected (**ND**): The contaminant was not detected in the laboratory test.

Not Applicable (**N/A**)

What does this information mean?

As you can see by the table, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below the level allowed by the State.

Is our water system meeting other rules that govern operations?

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. Due to oversight, we did not collect our monthly samples for total coliform bacteria last November. We therefore cannot be sure of the quality of our drinking water during that time. We returned to compliance when we collected our routine samples on December 02, 2015.

Source Water Assessment Program (SWAP)

The NYS DOH has completed a source water assessment for this system, based on available information. Possible and actual threats to this drinking water source were evaluated. The state source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily contaminants can move through the subsurface to the wells. The susceptibility rating is an estimate of the potential for contamination of the source water, it does not mean that the water delivered to consumers is, or will become contaminated. See section **“Are there contaminants in our drinking water?”** for a list of the contaminants that have been detected. The source water assessments provide resource managers with additional information for protecting source waters into the future.

As mentioned before, our water is derived from 1 drilled well. The source water assessment has rated this well as having a medium-high susceptibility to microbials. While no significant sources of contamination have been identified in the assessment area, the well draws from an unconfined aquifer with high hydraulic conductivity. Please note that while the source water assessment rates our well as being susceptible to microbials, our water is disinfected to ensure that the finished water delivered into your home meets the New York State drinking water standards for microbial contamination.

County and state health departments will use this information to direct future source water protection activities. These may include water quality monitoring, resource management, planning, and education programs. A copy of the assessment, including a map of the assessment area, can be obtained by contacting us.

Do I need to take special precautions?

Although our drinking water met or exceeded state and federal regulations, some people may be more vulnerable to disease causing microorganisms or pathogens 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 from their health care provider about their drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium*, *Giardia* and other microbial pathogens are available from the Safe Drinking Water Hotline (800-426-4791).

How can I help save water?

Saving water lessens the strain on the water system during a dry spell or drought. You can play a role in conserving water by becoming conscious of the amount of water your household is using, and by looking for ways to use less whenever you can. It is not hard to conserve water. Conservation tips include:

- ☐ Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix the leak 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 one of these otherwise invisible toilet leaks. 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, and then check the meter after 15 minutes, if it moved you have a leak.

Closing

Please help us protect our Water System by reporting any suspicious activity to the Police and the Town of Big Flats Water Department. Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers help us protect our water sources, which are the heart of our community.