

CITY OF NEW CASTLE



MUNICIPAL SERVICES COMMISSION

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**Chip
Patterson**

RETIREES



Chip Patterson Retires

On March 29, 2013 Chip Patterson retired after more than 20 years of service with the Municipal Services Commission and to the Citizens of New Castle. Chip has served the City of New Castle in many different capacities including Councilmen, Commission Secretary, and member of the Tree Commission.

During Chip's career with the Commission, many system improvements and upgrades were completed. In electric, the system was upgraded from 4KV to 12KV, the old substation was rehabilitated, and a new substation was constructed to ensure reliable service. In water, the treatment facility and 3 wells were completely rehabilitated, both water tanks repainted, and a new well developed on the Penn Farm.

Chip was instrumental in updating the electric and water systems to provide the safest most reliable service possible and positioning the Commission to continue this tradition in the future.

The Commission would like to take this opportunity to thank Chip for his service and wishes him the best in retirement.



Secretary's Message

I am excited to begin my role as Secretary of the Municipal Services Commission. Although it has been several months now that the Commissioner's appointed me in this position, I am still getting settled. I am fortunate to be working with such dedicated and helpful individuals which has made the transition easier. We will all miss Chip Patterson who has been the Secretary for the past 20 years and we wish him a long and happy retirement.



In this edition of our Newsletter we will be providing our 2012 Annual Drinking Water Quality Report. You can be proud to know that in addition to having a positive water quality report, our insurance inspectors and other visiting agencies are very impressed when they visit our water sites. The pride that goes into keeping your system clean and operating smoothly is evident to all that enter.

Have you seen all the activity over the winter? The Electric & Water Crews have installed underground electric lines and installed water main on Route 273 to extend service to our new customer Seeds of Greatness Church.

A new well on the Penn Farm has been developed and our crews have been moving electric poles and replacing water main on Washington Street as part of the DelDOT project. In addition, the lineman and water operators continue to provide the daily maintenance of the City's utility system.

We look forward to an even more active Spring and Summer Season. Enjoy the sunshine!

Pamela A. Patone
Secretary

Calendar Of Events

May 27th - **MSC Closed**

May 30th - Old New Castle Run

June 8th - Separation Day

June 9th - St. Anthony's Day Celebration

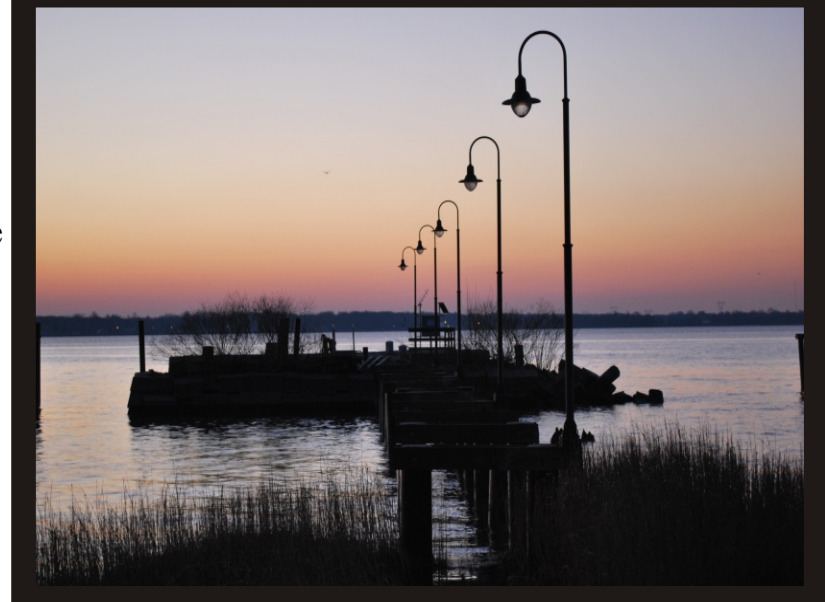
June 16th - Father's Day

July 4th & 5th - Independence Day - **MSC Closed**

August 25th - New Castle Outdoor Antique Show

September 2nd - Labor Day - **MSC Closed**

September 28th - Art On The Green



Municipal Services Commission of the City of New Castle Announces 2013 Earth Day Tree Raffle Winner

Contact: Municipal Services Commission Pamela Patone General Manager 302-323-2330

May 6, 2013 Municipal Services Commission of the City of New Castle Congratulates Kathy Tidball for winning the Municipal Services Commission 2013 Earth Day Tree raffle!

Kathy won a free Sycamore Tree and has chosen to donate it to the City of New Castle. In her words “I love trees and love to help make the community more beautiful”. She plans to involve the New Castle Flower Beautification Committee and Tree Commission in selecting the most appropriate location for the tree

The Sycamore Tree is a Delaware native that provides welcome shade on hot days. These trees, when planted to shade homes and businesses, can help customers realize an energy savings by naturally blocking the sun to reduce summer cooling costs. Sycamores perform well in a variety of soil and growing conditions making them an excellent addition to almost any location. This long lived tree also absorbs atmospheric carbon which is a greenhouse gas. Reducing atmospheric carbon is just one step towards mitigating global warming and while this single tree will not solve the problem one more helper doesn't hurt.

The 2013 Earth Day Tree raffle is part of the Municipal Services Commission Earth Day Education campaign to teach its citizens more about energy efficiency and conservation. The Municipal Services Commission provided a display at the City of New Castle Library for the public to learn more about this year's overall message: **Think Locally, Act Locally, and Buy Locally.**

Thinking Locally Means asking ourselves to think about:

- The uniqueness of our community,
- How we sometimes waste our limited resources, and
- How to use resources more sustainably to retain the natural beauty of the local environment

Acting Locally Means taking action to help ourselves and our community:

- Save money on electricity costs through simple low and no cost energy efficiency measures,
- Relate energy efficiency and conservation as a means to reduce local carbon emissions, and
- Take direct personal action by entering a raffle to win a tree that not only absorbs carbon but also reduces summer cooling costs through free shading

Buying Locally Means we should seek local resources first because:

- 1.Imported food typically travels farther and requires more fuel to get from field to plate,
- 2.Local trips can sometimes be handled on foot or bike which reduces vehicle miles traveled and saves energy, and
- 3.Reducing the amount of congestion on the roads can improve local air quality





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RESOURCES AT A FINGERTIP

MSC Main Office	323-2330
Utility Building	323-2333
City Office	322-9801
Mayor's Office	322-9802
Public Services Department	322-9813
Pam Patone, General Manager / Secretary	221-4513
Mary Jane Stubbs, Business Manager / Treasurer	323-2332
Scott Blomquist, Electric Supervisor	221-4514
Jay Guyer, Water Supervisor	221-4515
Sandy Scott, Billing / Service Manager	221-4517
Karen Lynch, Collections	323-2335

MSC Commissioners

Robert S. Appleby, Commission President
Daniel F. Knox, Commissioner
Dr. Roy Sipple, Commissioner

2013

Annual Drinking Water Quality Report

City Of New Castle
Municipal Services Commission
216 Chestnut Street
New Castle, Delaware 19720
Public Water System ID # DE0000634
June 1, 2013

The Municipal Services Commission is charged with the responsibility of providing you clean, safe drinking water, in fact it's the law, a federal law (The Safe Drinking Water Act) which we are happy to comply with. This Consumer Confidence Report is designed to let you know where your water comes from, what it contains and any risks water testing and treatment are designed to prevent.

The reporting period for this report is January 1, 2012 to December 31, 2012. The MSC wants you to know we are committed to providing you with the safest, most reliable water supply available.

Are There Limits To Contaminants?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration 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 contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

Where Does New Castle's Water Come From?

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 radioactive material, and can pick up substances resulting from the presence of animals or from human activity. The source of the MSC's water is the Potomac Aquifer which is a confined aquifer who's natural filtering characteristics helps to protect our customers from contaminants. The Division of Public Health in conjunction with the Department of Natural Resources and Environmental Control has conducted a source water assessment for the City of New Castle's community water system. Please contact Pam Patone of the Municipal Services Commission (302) 221-4513 regarding how to obtain a copy of this assessment. You may also review it on the website: <http://www.wr.udel.edu/swaphome/index.html>.

Where Do Contaminants Come From?

- A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff, and residential uses.
- D) Organic chemical contaminants, including synthetic and volatile organics, which are by products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems.
- E) Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Lead In Drinking Water

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 Municipal Services Commission 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 are available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

Are Some People At A Greater Risk From Contaminants?

Some people may be more vulnerable to contaminants in drinking water than in the general population. Immuno-compromised persons such as persons with cancer under going 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 health care providers. EPA/CDC 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).

Does The MSC Do Only The Minimum Checks The Law Requires?

The MSC has tested or has had its water tested by other agencies to look for contaminants which may not be regulated substances. The Commission had DNREC test for contaminants which may have leaked from landfills in close proximity to its wells. The EPA and State of Delaware have not set standards for monitoring Radon at this time, none the less the Commission has tested for Radon in its source water and found minimal traces.

The Commission tested for Perfluorochemicals (PFCs) or Teflon© Precursors which have been showing up in drinking water supplies in Maryland and New Jersey even though the EPA does not regulate these substances. Three sets of tests have shown the presence of PFOA and PFOS in our source water. The MSC has shared this information with the State Office of Drinking Water and Toxicologist. In January 2009, the EPA set short-term provisional health advisory values for PFOA at 0.4ppb and PFOS at 0.2ppb. Epidemiological studies of exposure to PFOA, PFOS and adverse health outcomes in humans are inconclusive at the present time.

What's The Bottom Line?

Your drinking water meets or surpasses all federal and state drinking water standards. We at the Municipal Services Commission work hard to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.

If you should have any questions about this report or concerning your water utility, please contact: Pam Patone Tel: (302) 221-4515, Fax: (302) 323-2337
Email: patonep@newcastlecity.com Or on the web at www.newcastlemsc.com

This report is based upon tests conducted by the Office of Drinking Water, Division of Public Health, State of Delaware. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

Regulated Contaminants

Inorganic Contaminants	Unit of Measure	MCL	MCLG	LEVEL DETECTED	ANNUAL RANGE	DATE SAMPLES	VIOLATION	MAJOR SOURCES OF CONTAMINANTS / SUBSTANCES
Arsenic	ppb	10	0	2	nd-2.0	2007	No	Erosion of natural deposits.
Fluoride (1)	ppm	2	1.2	1.15	0.44-1.15	2012	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate	ppm	10	10	3.0	2.8-3.0	2012	No	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.
Barium	ppb	2000	2000	115.5	115.5-115.5	2007	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Chromium	ppb	100	100	1.2	1.2-1.2	2007	No	Discharge from steel and pulp mills; erosion of natural deposit.
Nickle	ppb	100	100	8.2	8.2-8.2	2007	No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.

WATER'S WORTH IT™







OUR PASSION **OUR RESPECT** **OUR EFFORT** **OUR HEALTH** **OUR FUTURE**



Radiological Contaminants	Unit of Measure	MCL	MCLG	LEVEL DETECTED	ANNUAL RANGE	DATE SAMPLES	VIOLATION	MAJOR SOURCES OF CONTAMINANTS / SUBSTANCES
Radium, Combined (226./228)	pCi/l	5	0	4.46	4.46-4.46	2012	No	Erosion of natural deposits.
Gross Alpha Particle	pCi/l	15	0	3.6	3.6-3.6	2012	No	Erosion of natural deposits of certain minerals that are radioactive and may emit a form of radiation known as alpha radiation.
Gross Beta Particle	pCi/l	50*	0	2.2	2.2-2.2	2009	No	Decay of natural and man made deposits that are radioactive and may emit a form of radiation known as beta radiation.

*The US EPA considers the level of concern to be 50 pCi/l for Beta Particles. The MCL for Beta Particles is 4 mrem/year.

Disinfection/Disinfection By-Products	Unit of Measure	MCL	MCLG	LEVEL DETECTED	ANNUAL RANGE	DATE SAMPLES	VIOLATION	MAJOR SOURCES OF CONTAMINANTS / SUBSTANCES
Chlorine, Free (2)	ppm	n/r	0.8	1.29	0.22-1.29	2012	No	Disinfectant used in the drinking water industry.
Haloacetic Acids Total	ppb	60	0	1.279	1.279-1.279	2010	No	By-product of drinking water chlorination
Trihalomethanes, Total	ppb	80	0	5.1	5.1-5.1	2007	No	By-product of drinking water chlorination

Results of Lead and Cooper Testing (2011 data)- under this rule, the Commission is required to sample for these contaminants every three years. No samples exceeded the (MCL) Maximum Contaminant Level requiring action. The Commission will be collecting new samples for monitoring in the Summer of 2014.

Lead and Cooper	Unit of Measure	MCLG	AL	90TH PERCENTILE	# OF SITES OVER AL	DATE SAMPLES	VIOLATION	MAJOR SOURCES OF CONTAMINANTS / SUBSTANCES
Copper- 90th Percentile	ppm	1.3	1.3	0.07	0	2011	No	Corrosion of household plumbing system and erosion of natural deposit.

Unregulated Contaminants	Unit of Measure	MCL	MCLG	LEVEL DETECTED	ANUAL RANNGE	DATE SAMPLED
Alkalinity	ppm	n/r	n/r	20	20-20	2012
Chloride	ppm	n/r	250	73.9	47.6-73.9	2012
Hardness Total	ppm	n/r	n/r	26.6	26.6-26.6	2011
pH, Field (3)	0-14 scale	n/r	6.5-8.5	7.7	7.7-7.7	2012
Sodium	ppm	n/r	50	20.3	20.3-20.3	2012
Temperature	Deg-C	n/r	n/r	16	12-16	2012
Total Dissolved Solids (TDS)	ppm	n/r	500	168	168-168	2011
Sulfate	ppm	n/r	250	11.1	8.5-11.1	2011
Perfluorooctanoic Acid (PFOA)	ppb	n/r	0.4	0.099	0.092-0.099	2010
Perluorooctane Sulfonic Acid (PFOS)	ppb	n/r	0.2	0.40	0.33-0.40	2010

Municipal Services Commission Water System Facts

Metered Customers:
2083 Customers

Annual Water Supply:
165,030,894 Gallons

Miles of Water Mains: 28 Miles

Average Daily Water Demand:
450,904 Gallons per Day

Peak Day Water Demand:
869,820 Gallons per Day

Active Wells: 3 Wells

Treatment Facilities: 1 Facility

Storage Capacity: 1.6 Million Gallons

Public Fire Hydrants: 173

Average Cost for Residential Water Service: \$1.42 per day

Microbiological Contaminants- Total Coliform Bacteria

120 Samples, 10 per month, were collected during 2011.

All samples collected were absent of Coliform Bacteria.

Number of Violations:
None

Major Sources:
Naturally present in the environment.

Annual Average Readings

- 1)Average Fluoride reading was 0.87 ppm
- 2)Average Chlorine Reading was 0.99 ppm
- 3)Average pH Reading was 7.7 on the 0 - 14 Scale

Note: Averages are based upon the daily water quality readings taken at the Commission's School Lane Treatment Facility.

Definitions:

90th Percentile - the ninth highest reading (of 10 samples), which is used to determine compliance with the Lead and Copper Rule.

Action Level (AL) - the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Maximum Contaminant Level (MCL) - the highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's 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. MCLG's allow for a margin of safety.

Maximum Residual Disinfectant Goal (MRDLG) - the level of drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Maximum Residual Disinfectant Level (MRDL) - 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.

Not Applicable (n/a) - field is not applicable to the substance.

Non-Detect (nd) - laboratory analysis indicates that the constituent is not present.

Not Regulated (n/r) - no MCL is identified because these substances are unregulated.

Parts Per Million (ppm) - 1 part per million corresponds to 1 minute in 2 years, or a single penny in \$10,000.

Parts Per Billion (ppb) - 1 part per billion corresponds to 1 minute in 2000 years, or a single penny in \$10,000,000.

Picocuries Per Liter (pCi/l) - a measure of the radioactivity in water.