

CITY OF NEW CASTLE



MUNICIPAL SERVICES COMMISSION

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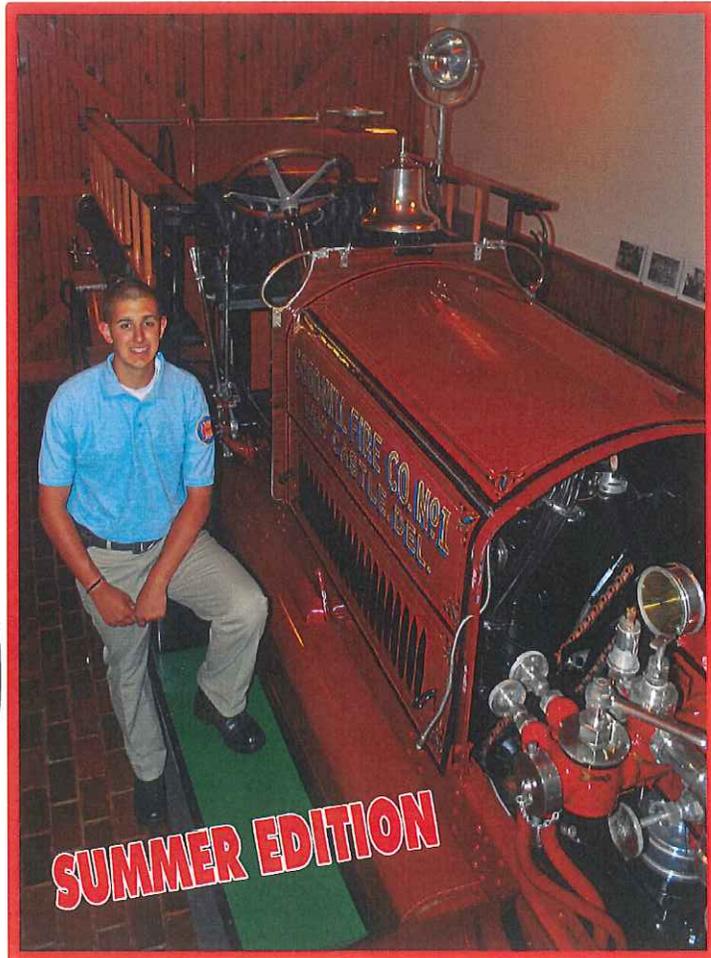
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# David Majewski, Jr.



## MEET OUR CUSTOMERS

Meet David Majewski, sixteen years old and a cadet member of the Good-Will Fire Company. The Good-Will Fire Company has a cadet program that allows young people ages 14 to 18 to serve until they are eligible to become full time members. Teachers at David's school (St. Elizabeth) heard about his activities and in recognition of his work with the Fire Company and the time he spent with his Dad managing the Athletic Association program at St. Peters nominated him to receive the Jefferson Award. The Jefferson Award recognizes volunteerism in the community and it encourages the concept that one person can make a difference. David was honored with the Jefferson Award along with other young people throughout the state who showed outstanding service to their communities. David's interest in the Good-Will Fire Company comes from a family tradition of service to that organization. There are a lot of young people in our community who strive for excellence and who make a difference and David is just one. The MSC is proud to recognize David in this issue and it is young people like David that makes New Castle a better place to live.

*When I'm called to duty God  
wherever flames may rage, give  
me strength to save a life  
whatever be its age.*

*Help me to embrace a little child  
before it is too late or save an  
older person from the horror of  
that fate.*

*Enable me to be alert to hear the  
weakest shout and quickly and  
efficiently to put the fire out.*

*I want to fill my calling and to  
give the best in me to guard my  
neighbor and protect his  
property.*

*And if according to your will  
while on duty I must answer  
death's call Bless with your  
protecting hand My family one  
and all...*



## CALENDAR OF EVENTS

**Summer Concert On The Park...  
Every Wednesday**

**Independence Day...  
July 4th**

**New Castle Outdoor Antique  
Show...  
Sunday, July 29th**

**Old New Castle Run...  
Saturday, August 14th**

**Art On The Green...  
Saturday, August 25th**



**The Fourth of July -  
A time to cherish the past, embrace the present and  
welcome the future, a day to celebrate America.  
Enjoy!**



**Offices Closed**

**MSC CLOSED  
Monday, July 5th,  
Monday, September 6th**

# A Message From The Secretary

In this issue we present to you our annual report on the quality of your water. This report is intended to make our citizens aware of substances which are tested for in the water and whether any of these substances exceed limits imposed by the US EPA (Environmental Protection Agency) or the State of Delaware. Many of the substances are naturally occurring in water while others are manmade and find their way into our water supply. The MSC does not test for all the possible substances that could be in water but it does go one step further and test for substances which are not currently regulated by federal or state laws. The MSC is committed to bringing you the best quality and safest water at a reasonable cost. We want you to be confident in your water supply.

Sincerely,

*Chip Patterson*

Secretary



*The MSC is looking for topics  
and articles of interest  
to the public. Please e-mail  
your thoughts to  
[topics@newcastlecity.com](mailto:topics@newcastlecity.com)*

OUR  
BEST  
SERVICES



We would like to introduce Susan Marinelli our newest employee. Susan lives on West 8th Street and her family has lived in New Castle for multiple generations. Susan is the pleasant face you see when you come to pay your bill or the voice you hear on the phone when you call. She shares this task with Shirley Knox in addition she will share administrative duties with Mary Jane Stubbs. We have always been fortunate to have people like Susan man our front counter. Susan and Shirley are the face of the MSC and the people our customers interact with the most. We are happy to have Susan with us and if she looks familiar it's because she drove the Senior Center bus before coming to the MSC.

MSC

MUNICIPAL SERVICES COMMISSION

## RESOURCES AT A FINGERTIP

MSC Main Office	323-2330
Utility Building	323-2333
City Office	322-9801
Mayor's Office	322-9802

Chip Patterson, Commission Secretary	323-2332
Pam Patone, Comptroller	221-4513
Tom Spicer, Electric Supervisor	221-4514
Jay Guyer, Water Supervisor	221-4515

Sandy Scott, Customer Accounts	221-4517
Sandy Troupe, Collections	323-2335

### MSC Commissioners

Robert S. Appleby, Commission President

H. Hickman Rowland, Commissioner

Daniel F. Knox, Commissioner



DON'T START  
DIGGING  
UNTIL YOU CALL MISS UTILITY

1-800-282-8555



## ELECTRIC

We are finally seeing progress on the new substation with the concrete being poured for the transformer pad and the piers for the primary and secondary buss. By the time this newsletter is delivered the transformer will also be delivered. Distribution lines are being built from the substation through Centerpoint Business Park to interconnect with circuits on 14th Street and Johnson Way.

The MSC is anxious to get the substation up and running to meet what is anticipated to be a hot summer. May has already set a new high for demand.

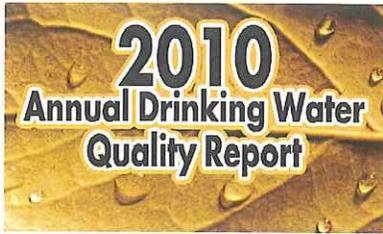
# WATER

Renovations to our Basin Road pump facility are nearing completion. The improvements include redevelopment of the well, a new pump and motor, upgraded electrical service, new metering and controls, and building renovations including doors and windows.



Originally developed and built in 1965, the Basin Road Facility was placed out of service in 1985. During the 2005 Water System Evaluation, the option to redevelop the Basin Road Well and pump the water through a new main installed to our School Lane Treatment Facility was considered. After careful review, it was determined that the Commission could complete this project for a fraction of the cost of developing a new water supply.

The redeveloped Basin Road Well will increase the Commission's existing water supply by an additional 288,000 gallons per day for a total of 1,600,000 gallons per day. Completion of this additional supply will ensure the Commission is positioned to meet future water demands of our customers.



City Of New Castle  
Municipal Services Commission  
216 Chestnut Street  
New Castle, Delaware 19720  
Public Water System ID # DE0000634  
June 1, 2010

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, 2009 to December 31, 2009. The MSC wants you to know we are committed to providing you with the safest, most reliable water supply available.

## 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 whose 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 Chip Patterson of the Municipal Services Commission (302) 323-2330 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.

## Are There Limits To Contaminants?

In order to ensure that tap water is safe to drink, 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).

## 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 (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 others to look for contaminants which may not be regulated substances. The Commission had DNREC test for contaminants which may have leaked from landfills in proximity to its wells. The EPA and the 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.

## 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: Chip Patterson Tel: (302) 323-2330, Fax: (302) 323-2337

Email: [pattersonc@newcastlecity.com](mailto:pattersonc@newcastlecity.com) Or look for us on the city web page at [www.newcastlecity.org](http://www.newcastlecity.org).

Radiological Contaminants	Unit of Measure	MCL	MCLG	Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Radium 228	pCi/l	5	0	2.3	nd-2.3	2008	No	Erosion of natural deposits.
Gross Alpha Particle	pCi/l	15	0	2.9	1.70-2.90	2009	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	nd-2.20	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	MRDLG	MRDL	Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Chlorine, Free (2)	ppm	n/r	0.8	0.93	0.38-.093	2009	No	Disinfectant used in the drinking water industry.
Trihalomethanes, Total	ppb	80	0	5.1	nd - 5.10	2007	No	By-product of drinking water chlorination.

Results of Lead and Copper Testing (2008 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 2011.

Lead and Copper	Unit of Measure	Action Level	MCLG	Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Copper - 90th Percentile	ppm	1.3	1.3	0.21	0.005 - 0.210	2008	No	Corrosion of household plumbing systems and erosion of natural deposits.
Lead - 90th Percentile	ppm	0.015	0	0.011	nd-0.011	2008	No	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

Unregulated Contaminants	Unit of Measure	Level		Annual Range	Date Sampled	
		MCL	MCLG			
Alkalinity	ppm	n/r	n/r	21	nd - 21	2009
Chloride	ppm	n/r	250	57.1	nd - 57.1	2009
Hardness, Total	ppm	n/r	n/r	28.7	nd - 28.7	2009
pH, Field ( 3 )	0-14 scale	n/r	7.3	8.5	6.6-8.5	2009
Sodium	ppm	n/r	50	26.7	nd -26.7	2009
Temperature	Deg - C	n/r	n/r	16	12 - 16	2009
Solids, Total Dissolved	ppm	n/r	500	186	nd-186	2009
Sulfate	ppm	n/r	250	11.8	nd-11.8	2009
Perfluorooctanoic Acid (PFOA)	ppb	n/r	0.4	0.16	0.093-0.16	2009
Perluorooctane Sulfonic Acid (PFOS)	ppb	n/r	0.2	1.1	0.42-1.1	2009

## Municipal Services Commission Water System facts:

Metered Customers: 2085 Customers

Annual Water Supply: 154,346,200 Gallons

Miles of Water Mains: 27 Miles

Average Daily Water Demand: 422,866 Gallons per Day

Peak Day Water Demand: 803,900 Gallons per Day

Active Wells: 2 Wells

Treatment Facilities: 1 Facility

Storage Capacity: 1.6 Million Gallons

Public Fire Hydrants: 161

Average Cost for Residential Water Service: \$1.07 per day

## Microbiological Contaminants - Total Coliform Bacteria

120 Samples, 10 per month, were collected during 2009. 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 0.99 ppm
- 2)Average Chlorine Reading was 1.03 ppm
- 3)Average pH Reading was 7.54 on the 0 – 14 Scale

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

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.

Inorganic Contaminants	Unit of Measure	MCL	MCLG	Level Detected	Annual Range	Date Sampled	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	1.08	0.66 - 1.08	2009	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate	ppm	10	10	4.2	2.9-4.2	2009	No	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.
Barium	ppm	2	2	0.1155	nd - 0.1155	2007	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium	ppm	0.1	0.1	0.0012	nd - 0.0012	2007	No	Discharge from steel and pulp mills; erosion of natural deposits
Nickle	ppm	0.1	0.1	0.0082	nd - 0.0082	2007	No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
Organic Contaminants	Unit of Measure	MCL	MCLG	Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Methyl-t-butyl Ether (MTBE)	ppb	10	0	0.53	nd - 0.53	2005	No	Octane enhancer used in gasoline: leaching from underground storage tanks.
Pentachlorophenol	ppb	1	0	0.76	nd - 0.76	2009	No	Discharge from wood-preserving factories.

# Definitions:

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

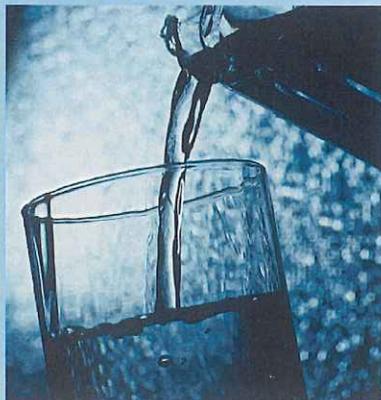
**Action Level (AL)** – the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**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.