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Secretary's Message

As this Edition of the Municipal Services Commission (MSC) Newsletter is being prepared the SUN has finally arrived. We are excited about this because the Electric Department constructed a solar array on the Penn Farm and the sun's rays will help to keep electric costs down. Water quality has been a local and national topic over the past couple of years and the MSC is dedicated to keeping our customers informed. In this issue, the water department presents the Consumer Confidence Report (CCR) which provides you with the lab results of the City of New Castle's water. Please review this report and if you have any questions contact our office so we can get you answers.

Over the past few months the business office has been busy and experienced some changes. The Commission passed a budget for the next fiscal year with no increases in water or electric rates and continues to strive to provide reliable service. MSC President Dr. Roy Sippel along with Representative Mike Mulrooney have successfully passed the MSC Charter change in the House. The next step is to the State Senate. The Commission anticipates the change will be complete in June which will successfully conclude a yearlong negotiation with City Council regarding appropriations. Staff has been researching new accounting and utility billing software as the current software has reached the end of its' useful life and the MSC auditors will be arriving in June for the annual audit of the Commission's financial statements. Lastly, the MSC's long time employee, Sandy Scott, has retired.....read about the new customer service manager, Tara French on page 4 and stop by the office to say hello.

Please enjoy the SUNSHINE and have a safe and happy summer!!

Pamela A. Patone Secretary | General Manager





Dr. Roy J. Sippel has been re-appointed by Mayor Donald Reese to serve another three year term as a Commissioner of the MSC. In addition, he has been elected to serve another one year term as President.

Resources	At You	r Finger	tips
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City Administration Office	322-9801
Mayor's Office	322-9802
Public Works Department	322-9813
MSC Main Office	323-2330
MSC Utility Building	323-2333
Pamela A. Patone Secretary / General Manager	221-4513
Mary Jane Stubbs Business Manager / Treasurer	323-2332
Scott Blomquist Electric Supervisor	221-4514
Jay Guyer Water Supervisor	221-4515
Tara French	221-4517

Customer Service Manager



Dr. Roy J. Sippel - President Daniel F. Knox H. Hickman Rowland, Jr.

Calendar Of Events

- June 5th St. Anthony's Day
- June 11th Separation Day
- July 1st MSC Closed
- July 4th MSC Closed



Planning a project at home that involves digging on your property?

Don't Start Digging Until You Call – It's the law!

MISS UTILITY

1 - 800 - 282 - 8555



Sandy Scott has passed the baton to Tara French



Sandy Scott



After 40 years of dedicated service to the Municipal Services Commission (MSC) of the City of New Castle, Sandy Scott has retired. Sandy is a resident of the City of New Castle and has lived in Van Dyke Village with her family for many years. She began her career with the MSC at a very young age and worked in the billing department. Over the past three years Sandy has been the Customer Service Manager and many customers have commented on how helpful she is in solving questions. During her management, the Customer Service Department was presented with the SDS Excellence Award for Outstanding Customer Service.

The MSC was very fortunate to have hired Tara French to begin a new era in the Billing and Customer Service Department, as there will be new accounting and billing software coming soon. Tara joins the MSC with a BS degree in Accounting and previously held her CPA license and was a manager with the firm of Belfint, Lyons & Shuman. After taking some time to raise her children, Tara is ready to take on the challenges at the MSC. Tara, who is originally from Seaford, Delaware has lived with her husband and children in Newark for many years. Next time you stop in the office please welcome Tara to our friendly community here in New Castle.

Tara French





New Castle Owns and Operates a Solar Array

The Municipal Services Commission's (MSC) Electric Department installed a 25 KV Solar Array on the Penn Farm. The Sun's light contains energy and when the light hits certain materials (the material solar panels are made from) the energy turns into an electric current. Add an inverter and now you convert that electric current from direct current to alternating current that you are able to use in a home or business. The electricity created by the array on the Penn Farm will be put onto the MSC's system which means less electricity needs to be purchased which equates to lower costs for customers. The project was done with internal labor which resulted in a savings of at least 20%.





The **REMAINDER** Charge that appears on the MSC bills during the summer months helps to promote **CONSERVATION** of electric and water usage during a time when demand is high. The presentation on the bill shows the electric usage for the first 750 kWh as Energy Charge at a rate of .1155. The kWh over 750 is shown as Remainder at a rate of .1800. The water usage shows the first 4,000 gallons as Water at a rate of .0070. The gallons that exceed the 4,000 are shown as Remainder at a rate of .0079. You can reduce your utility bill by implementing energy conservation techniques found on the MSC website http://newcastlemsc.delaware.gov/. Just click on Consumer Tips for energy conservation ideas icon.

CROSS ROADS WELL

This spring, MSC completed construction of the new well house and well on the Penn Farm across from New Castle Little league Baseball Fields on Frenchtown Road, Final allocation permitting is being prepared for submission to the Department of Natural Resources and Environmental Control Water Allocation Branch. When final permitting is completed, MSC will begin using the new well this summer. Completion of this new well adds reliability to our water system allowing MSC to continue providing the highest quality water service possible to our customers.

RT-9 WATER Main Renewal

During the fall of 2015, MSC met with City and Del DOT representatives in reference to a paving project planned for RT-9. MSC planned, engineered and completed a water main renewal project from Washington Street to Dobbinsville that included replacement of 1,500 feet of 125 year old water main. Completion of this project resulted in improved water quality and fire flows for the residents of Dobbinsville. MSC regrets the inconvenience associated with this project and thanks the residents of Dobbinsville for their patience, cooperation, and understanding during this project.



During March and April 2016, MSC completed the first round of enhanced lead and copper monitoring required by State and Federal Regulations. 40 water samples were collected and tested for lead and copper all of which had results below the US EPA Maximum Contaminant Level (MCL) of 1.5ppb lead and 1.3ppm copper. Individual results were delivered by letter to the customers who participated in the testing and filed with the State Office of Drinking Water. MSC's next round of sampling is scheduled for September 2016.

WHY DOES THE MSC ASK SO MANY QUESTIONS?

The MSC has a higher level of responsibility to insure the accuracy of the customers listed on the utility bill. In 2008 the utility industry was required to develop identity theft prevention programs under the revisions of the FACT Act of 2003 (Fair and Accurate Credit Transactions Act). In response to this requirement, the MSC developed a program that attempts to identify "red flags" regarding identity theft and to secure customers personal information. As you are probably aware, utility bills are often used to prove residency at a location which can contribute to fraudulent identifications or misrepresentations. The MSC takes their responsibility seriously, so please be patient with the Customer Service Representatives when they ask extra questions. These steps are taken to help protect our customers. If you have any questions regarding the MSC procedures please feel free to contact us, we are always interested in improving our process.

MSC's Water Supervisor Jay Guyer

was invited to speak at the National Association of Water Companies Panel regarding "Maintaining Safe Drinking Water in Delaware through Cross-Connection Control" on April 27, 2016



Bring Your Child to Work Day



Bring Your Child to Work Day was a great success at MSC this year. 17 Children joined their parents in a day of exploring Electric, Water, and Administrative Utility Work.

2016 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, 2016

The Municipal Services Commission (MSC) is charged with the responsibility of providing you reliable, high quality drinking water. Each spring MSC publishes this report in accordance with the requirements of the United States Environmental Protection Agency (US EPA) and Delaware Division of Public Health (DPH). 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, 2015 through December 31, 2015. The MSC wants you to know that we are committed to providing you with the most reliable, highest quality 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 naturallyoccurring minerals and radioactive materials, 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 Commission Secretary / General Manager Pam Patone at 302-221-4513 regarding how to obtain a copy of this assessment. You may also review the assessment on the website: http://www.wr.udel.edu/swaphome/index.html.

Where Do Contaminants Come From?

- A) Microbial contaminants, such as viruses and bacteria, 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 can be the result of oil and gas production and mining activities.

Are There Limits to Contaminants?

In order to ensure tap water is safe to drink, the US EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establishes limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the US EPA's Safe Drinking Water Hotline at 1-800-426-4791.

Lead In Drinking Water.

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 (AL) could experience delays in their mental development. Children could show slight deficits in attention span and learning disabilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Lead in drinking water is primarily from materials and components associated with service lines and household 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 in your pipes for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using the water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline at 1-800-426-4791 or at www.epa.gov/safewater/lead.

Are Some People at a Greater Risk from Contaminants?

Some individuals may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 advise about drinking water from health care providers. US EPA/Center for Disease Control (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 1-800-426-4791.

Does The MSC Do Only The Minimum Testing Required by Law?

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 that are 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.

During the Summer of 2014, the MSC voluntarily conducted follow up testing of its' water supply wells and found the levels of PFOA and PFOS exceeded the US EPA short-term provisional health advisory values for PFOA at 0.4 ppb and PFOS at 0.2 ppb. The MSC removed the wells from service after consulting with the Delaware Office of Drinking Water, Division of Public Health. During 2015, the MSC Staff constructed and installed a carbon filtration system at our School Lane Treatment Facility to remove PFC contaminants to a level of non-detect in our finished water. The completed filtration system represents MSC's on going commitment to delivering the most reliable, highest quality drinking water to our customers that meets or exceeds all state and federal regulations.

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 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 have any questions about this report or concerning your water utility, please contact Secretary / General Manager Pamela Patone by Phone: 302-221-4513, Fax: 302-323-2337, E-mail: patonep@newcastlecity.com, or on the Web at www.newcastlemsc.com.

Municipal Services Commission Water Quality Report.

This report is based upon tests conducted by the Delaware Division of Public Health, Office of Drinking Water (ODW) and the MSC. Although many more contaminants were tested for only the contaminants listed below were detected in your water. The US EPA or ODW allows MSC 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. In the following tables, you may find terms and abbreviations that might not be familiar to you. To assist you with understanding these terms and abbreviations we have added definitions at the end of the report.

Regulated Contaminants

Inorganic Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Fluoride (1)	ppm	2	1.2	1.30	0.5-1.3	2015	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate	ppm	10	10	3.5	2.0-3.5	2015	No	Run off from fertilizer use; leach- ing from septic tanks; sewage; erosion of natural deposits.

Lead and Copper									
Contaminant	Unit of Measure	MCLG	AL	90th Percen- tile	# of Sites Over AL	Date Sampled	Violation	Major Sources of Contaminants / Substances	
Copper	ppm	1.3	1.3	0.07	0 out of 27	2014	No	Erosion of natural deposits; leaching from wood preserva- tives; corrosion of household plumbing systems.	
Lead *	ppb	0	15	23.9	4 out of 27	2014	No	Erosion of natural deposits; corrosion of household plumbing systems.	

* During our 2014 sampling, 4 out of 27 sample results were detected above the Action Level (AL) of 15ppb. MSC resampled the locations which exceeded the AL and only 1 had results above the AL again. The MSC issued a Public Notice to our customers. See the Lead section in this report for more information on how to minimize exposure to lead.

Radiological Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Radium, Com- bined (226/228)	pCi/l	5	0	2.63	2.63 - 2.63	2014	No	Erosion of natural depos- its.
Gross Alpha Particle	pCi/l	15	0	3.18	3.18 - 3.18	2014	No	Erosion of natural deposits of certain minerals that are radioactive and may emit a form of radiation known as alpha radiation.



Disinfection / Disinfection By - Products	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Chlorine, Free (2)	ppm	4.00	4.00	1.78	0.42-1.78	2015	No	Disinfectant used in the drinking water industry.
Haloacetic Acids, Total	ppb	60	0	1.13	1.13 - 1.13	2014	No	By - product of drinking water chlorination.
Trihalomethanes, Total	ppb	80	0	6.66	6.66 - 6.66	2014	No	By - product of drinking water chlorination.

Unregulated Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled
Alkalinity	ppm	n / r	n / r	25	25 - 25	2014
Chloride	ppm	n / r	250	67.4	55.4 - 67.4	2015
Hardness, Total	ppm	n / r	n / r	26.6	26.6 - 26.6	2011
pH, Field (3)	0 - 14 scale	n / r	6.4 - 8.5	8.3	6.4 - 8.3	2015
Sodium	ppm	n / r	50	16.0	16.0 - 16.0	2014
Temperature	Degree - C	n / r	n / r	16	12 - 16	2014
Total Dissolved	ppm	n / r	500	168	168 - 168	2011
Sulfate	ppm	n / r	250	12.4	8.4 - 12.4	2015
Perfluorooctanioc Acid (PFOA)*	ppb	n / r	0.4	0.00	nd	2015
Perfluorooctanesulfonic Acid (PFOS) *	ppb	n / r	0.2	0.00	nd	2015

Violation Type	Violation	Violation Began	Violation Resolved	Violation Explanation
Reporting	CCR Submission	7/1/2016	7/6/2016	Last year, the MSC received a CCR reporting violation for failure to mail a copy of our CCR to the Delaware Office of Drinking Water by the July 1, 2015 deadline. The violation was resolved on July 6, 2015 when a copy was submitted.

Microbiological Contaminants -Total Coliform Bacteria

120 Samples, 10 Per month, were collected during 2015.

All samples collected were absent of Coliform Bacteria.

Number of Violations: None Major Sources: Naturally present in the environment.



Annual Average Readings

 Average Fluoride reading -0.94 ppm

2) Average Chlorine Reading -1.13 ppm

3) Average pH Reading -7.6 on the 0 - 14 Scale

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

Sharing the Report

MSC requests landlords, apartment managers, businesses, and schools share this information with others who might not have received it directly. Consider posting it in a public area or advise others that the report is available on - line at http:// newcastlemsc.delaware.gov/ or by contacting the Commission.

Municipal Services Commission Water System Facts

Meter Customers: 2111 Water Customers

Annual Water Supply: 172,148,200 Gallons

Miles of Water Mains: 29 Miles

2015 Average Daily Water Demand: 472,024 Gallons per Day

2015 Peak Day Water Demand: 594,225 Gallons

Active Supply Wells: 4 Wells

Treatment Facilities: 1 Facility

Storage Capacity: 1.6 Million Gallons or 2 days supply

Public Fire Hydrants: 176

Average Cost for Residential Water Service: \$1.26 per day (Based upon 4,000 gallons consumption per month)

Reliability: MSC maintains 2 interconnections with Artesian Water Company.



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.

Action Level Goal (ALG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin safety.

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 \$10,000.00.

Parts Per Billion (ppb) - 1 Part Per Billion corresponds to 1 minute in 2000 years or a single penny in \$10,000,000.00.

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



216 Chestnut Street New Castle, Delaware 19720 302-323-2330

PRSRT STD US POSTAGE PD WILMINGTON, DE PRMIT NO. 578