MSC

Municipal Services Commission of the City of New Castle

Meet Our Employee

Paula McHugh

Secretary's Report

What is the CCR??? The Environmental Protection Agency (EPA) requires community water systems to deliver a Consumer Confidence Report (CCR), also known as an annual drinking water quality report, to their customers. These reports provide Americans information about their local drinking water quality. The Municipal Services Commission (MSC) publishes the report in their June newsletter each year. Please review and contact our office if you have any questions regarding the water test results.

The MSC has a new Commissioner, Mr. Allen Hansen. Commissioner Hansen joined the MSC in January 2018 to complete Hick Rowland's term through March 31, 2018. His experience with the electric utility industry and rate design has proven valuable as the operating budget and cost of service study were reviewed and approved for the new fiscal year which began April 1st. The Trustees reappointed Commissioner Hansen for a three year term which will expire March 31, 2021.

The MSC continues to strive to provide reliable electric and water service to the citizens of New Castle. This requires investment in the utility's infrastructure. In this edition of the MSC newsletter you will read about the Van Dyke aerial to underground conversion project and the Gray Street water main replacement project. Both projects will result in improved reliability and less operating expenses due to less emergency call outs.

Have you visited Efficiency Smart's webpage at www.efficiencysmart.org/new-castle-delaware ?

Efficiency Smart is an energy efficiency program that provides incentives and rebates for customers looking to lower their electric bills. Read more about the program on page 5 of this Newsletter and start saving $$$$.

Pamela A. Patone
General Manager | Secretary

Resources At Your Fingertips

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 Utility Manager	323-2333
Jay Guyer Water Utility Manager	323-2333
Tara French Accounting / Customer Service Manager	221-4517

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

Call MISS UTILITY

1-800-282-8555

CALL 811 BEFORE YOU DIG
811
SAFE DIGGING PARTNER

Calendar Of Events

July 4th - Independence Day - MSC Closed

September 3rd - Labor Day - MSC Closed

October 8th - Columbus Day - MSC Office Closed

November 22nd - Thanksgiving Day

November 23rd - Day After Thanksgiving - MSC Closed

December 24th - Christmas Eve - MSC Closed

December 25th - Christmas Day - MSC Closed

Kristin Hainsworth and her daughter Bailey

Winner of MSC of the City of New Castle Earth Day Raffle!

Municipal Services Commission of the City of New Castle General Manager, Pamela Patone, was pleased to present Ms. Hainsworth and Bailey with a certificate naming them the 2018 Earth Day Raffle Winner. Ms. Hainsworth will receive a beautiful tree from Ronny's Garden World in partnership with the Delaware Municipal Electric Corporation.

MSC Commissioners

Dr. Roy J. Sippel
President
Appointed by The Mayor
Term: April 1, 2016 to March 31, 2019

Daniel F. Knox
Commissioner
Appointed by City Council
Term: April 1, 2017 to March 31, 2020

Dr. Allen R. Hansen
Commissioner
Appointed by the Trustees
Term: April 1, 2018 to March 3`,2021

EFFICIENCY$MART®

The Municipal Services Commission (MSC) of the City of New Castle is excited to introduce, Efficiency Smart, an energy efficiency program to provide incentives and rebates for customers looking to lower their electric bills.

MSC electric customers can go to www.efficiencysmart.org/new-castle-delaware today to find product rebates, free meter loans, discounted products, and technical assistance.

By taking advantage of these options, residents can reduce their energy consumption and save on their electric bills. For example, a resident who:

- Replaces 10 of his or her most frequently used incandescent light bulbs with LEDs could save Approximately $100 dollars in annual electric costs
- Plugs appliances and electronics into an advanced power strip could save up to $100 in annual electric costs
- Manages his or her electric usage with an advanced thermostat could save approximately $70 in annual electric costs

Business customers also have many ways to save energy and money. Small to mid-sized companies that use up to 500,000 kilowatt-hours (kWh) of energy annually have more than 90 standardized rebates available for implementing common energy efficiency measures through Efficiency Smart's Business Energy Rebates (BER) program.

Example projects include lighting, compressed air, food service equipment, and HVAC. Businesses that use more than 500,000 kWh of electricity annually have access to tailored services with dedicated account management, customized financial incentives and technical assistance through Efficiency Smart's Custom program.

For more details, visit the MSC's Efficiency Smart web page or call 1-877-889-3777.

Meet Our Employee

Paula McHugh

Most New Castle citizens know **Paula McHugh**, MSC Customer Service Representative. She greets everyone with a big smile and her laughter can be heard throughout the office. What you might not know is that she has talents outside of the MSC office. Paula is an avid photographer and has had her photos of New Castle displayed in the Library and in the MSC office. Many people have admired her photos and offered support of her passion. Paula has expressed her desire to photograph scenery, but many a fan are suggesting she pursue portraits. I guess we will have to wait and see…… Paula was raised in New Castle and is a fellow Colonial who graduated from William Penn High School. She has three adult sons, Michael, Joe and Justin and she is the ever dedicated daughter helping to take care of her father, Francis McHugh. Paula came to the MSC 5 ½ years ago after a long career in banking, specifically Wilmington Trust. Paula's banking and customer service experience has helped the billing office to elevate the level of service with her eagerness to learn and help citizens with their accounts.

The MSC is fortunate to have such a dedicated and personable employee in the Customer Service Department. Next time you are in the MSC office say hi to Paula and take a look at her beautiful photo hanging on the wall!

Gray Street Water Main and Service Replacement

Coordinating work schedules with the City, MSC planned and engineered a water main replacement project of 320 feet of 125 year old 6" cast iron water main which recently experienced a failure and 21 water services as part of a paving project on Gray Street. Work will take place on Gray Street from 9th to 10th Street. The project is scheduled to start in June 2018 and will take approximately 2 months to complete. Completion will improve water quality, system reliability, and fire flow for residents in the area. MSC regrets the inconvenience associated with this type of project and thanks the residents of Gray Street and the surrounding area for their patience, cooperation, and understanding.

VAN DYKE VILLAGE

Van Dyke Village is the community in the City of New Castle's service territory with the most electric outages in any given year. The community was built in the early 1970's with utility poles placed in the backyards. Residents have installed fences, sheds and trees have grown over the years. Access to the utility poles has become a significant challenge and when tree limbs come down they take out utility lines. Not to mention those squirrels that live in the trees. The MSC has approved the conversion of the existing aged aerial electric lines to be placed underground. Staff will be meeting with the residents throughout the summer to discuss the project. The next meeting is scheduled for **Thursday July 26, 2018 at 5:30pm at the Good-Will Fire Company**. Please join us to hear more about the project.

2018
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, 2018

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, 2017 through December 31, 2017 The MSC wants you to know that we are committed to providing you with the most reliable, highest quality water supply available.

Where Does Municipal Services Commission 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 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 General Manager / Secretary 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://delawaresourcewater.org/assessments.

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 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.

In November 2015, MSC Staff started up the new carbon filtration system at our School Lane Treatment Facility to remove PFAS (PFC) contaminants to a level of non-detect in our finished water. Every 6 months, MSC collects several treated water samples for analysis as part of monitoring the filtration system performance. The completed filtration system and continuous sampling 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 General Manager / Secretary Pamela Patone by Phone at: 302-221-4513, by Fax at: 302-323-2337, or E-mail at: patonep@newcastlecity.com, or on the Web at www.newcastlemsc.delaware.gov.

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

Regulated Contaminants

Inorganic Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Arsenic	ppb	10	0	0.8	0.8 - 0.8	2017	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Barium	ppm	2	2	0.1057	0.1057 - 0.1057	2017	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Fluoride (1)	ppm	2	1.2	1.41	0.22 - 1.41	2017	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and alumi-
Nickel	ppb	100	100	7.1	7.1 -7.1	2017	No	Occurs naturally in soils, ground waters, and surface waters.
Nitrate (as Nitrogen)	ppm	10	10	3.4	1.8 - 3.4	2017	No	Run off from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.
Selenium	ppb	50	50	4.7	4.7 - 4.7	2017	No	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines.

Lead and Copper

Contaminant	Unit of Measure	MCLG	AL	90th Percentile	# of Sites Over AL	Date Sampled	Violation	Major Sources of Contaminants / Substances
Copper *	ppm	1.3	1.3	0.0892	0 out of 40	2016	No	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems.
Lead *	ppb	0	15	nd	1 out of 40	2016	No	Erosion of natural deposits; corrosion of household plumbing systems.

Radiological Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Radium, Combined (226/228)	pCi/l	5	0	3.7	3.7 - 3.7	2017	No	Erosion of natural deposits.
Gross Alpha Particle (excluding radon and uranium)	pCi/l	15	0	1.8	1.8 - 1.8	2017	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	2.23	0.51-2.23	2017	No	Disinfectant used in the drinking water industry.
Trihalomethanes, Total	ppb	80	0	6.12	6.12 - 6.12	2017	No	By - product of drinking water chlorination.

Unregulated Contaminants

Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled
Alkalinity	ppm	n / r	n / r	25.8	25.8 - 25.8	2017
Calcium	ppm	n / r	n / r	16.1	12.2 - 16.1	2016
Chloride	ppm	n / r	250.0	113.0	60.6 - 113.0	2017
Manganese	ppm	n / r	0.05	0.0021	0.0021 - 0.0021	2017
pH, Field (3)	0 - 14 scale	n / r	6.4 - 8.5	8.7	6.4 - 8.7	2017
Sodium	ppm	n / r	50	25.3	25.3 - 25.3	2017
Sulfate	ppm	n / r	250	13.8	8.9 - 13.8	2017
Temperature	Degree - C	n / r	n / r	16	10 - 16	2017
Zinc	ppm	n / r	5	0.0278	0.0278 - 0.0278	2017

There are a number of ways to conserve water and they all start with YOU!

Microbiological Contaminants -Total Coliform Bacteria

120 Samples, 10 Per month, were collected during 2017.

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 - 0.80 ppm

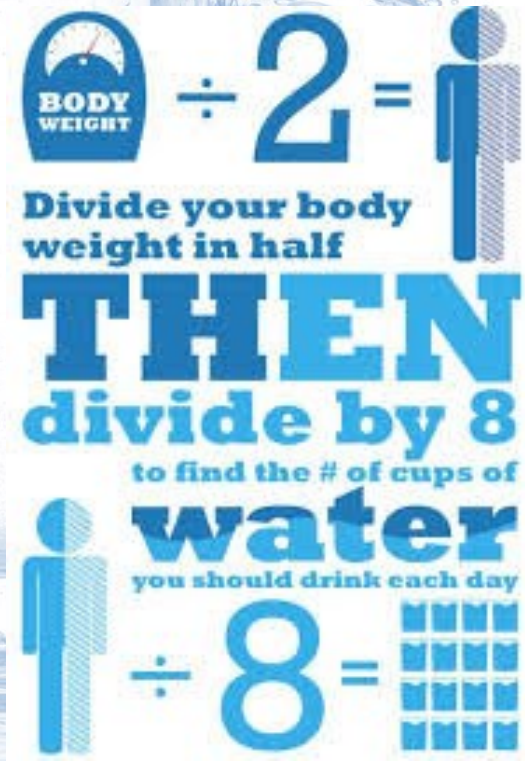
2) Average Chlorine Reading - 1.22 ppm

3) Average pH Reading - 7.5 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: 2144 Water Customers

Annual Water Supply: 166,730,619 Gallons

Miles of Water Mains: 30 Miles

2017 Average Daily Water Demand: 456,796 Gallons per Day

2017 Peak Day Water Demand: 1,125,626 Gallons

Active Supply Wells: 4 Wells

Treatment Facilities: 1 Facility

Storage Capacity: 1.6 Million Gallons or 2 days supply

Public Fire Hydrants: 177

Average Cost for Residential Water Service: $1.38 per day (Based upon 4,000 gallons consumption per month)

For Reliability MSC maintains 2 interconnections with Artesian Water Company to ensure adequate supply is available.

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.

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of the City of New Castle

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

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