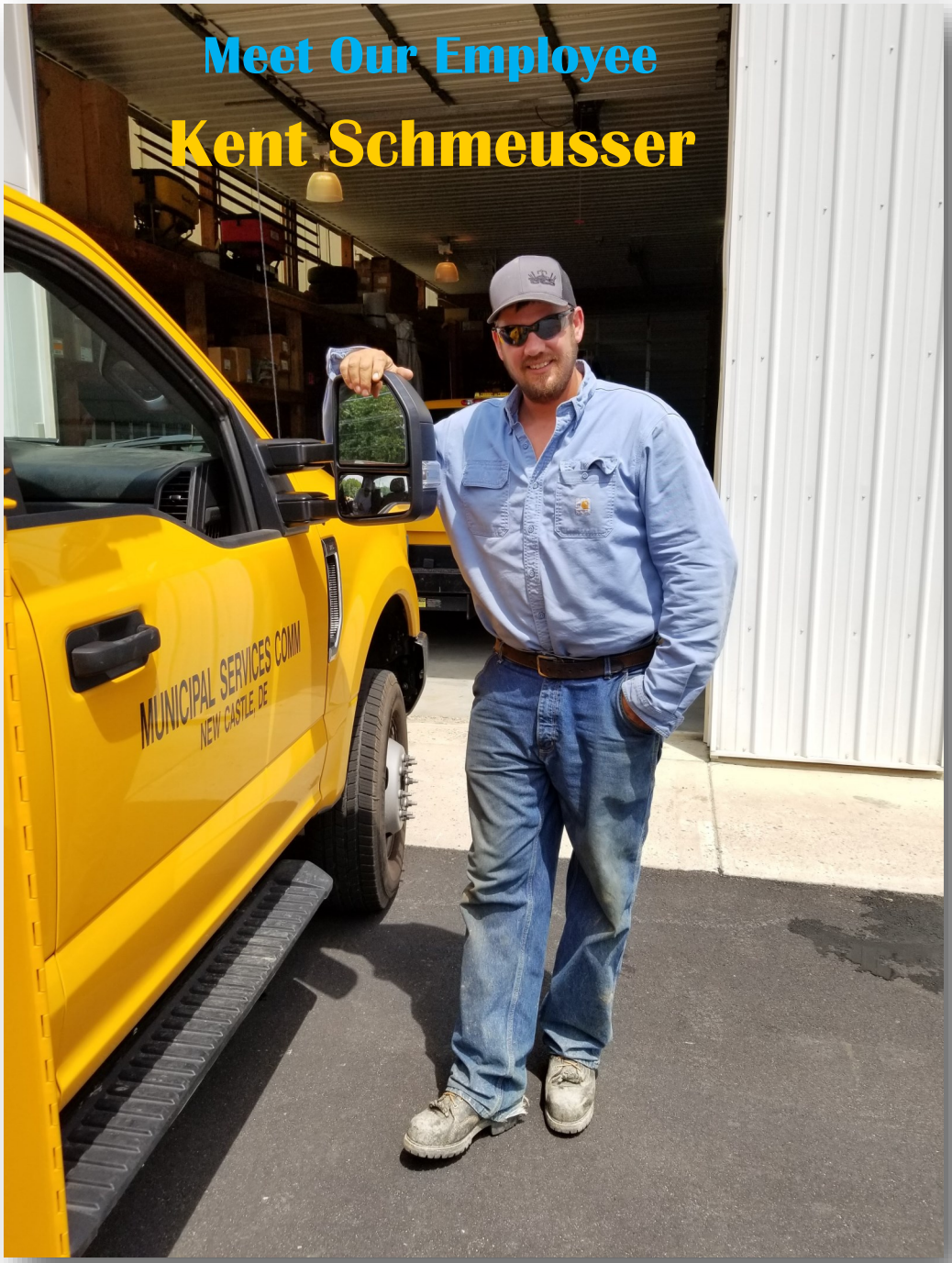
MSC

Municipal Services Commission of the City of New Castle



Secretary's Report

The Consumer Confidence Report (CCR), published in this newsletter, provides customers with information regarding the source of the local drinking water and the testing performed on the water. The report also identifies any violations of Federal and State Drinking Water Standards received. MSC is proud to report there were no violations received for the 2018 reporting year.

Commissioner Dr. Roy Sippel was reappointed by Mayor Jimmy Gambacorta for another three year term starting April 1, 2019 - March 31, 2022. Commissioner Sippel was also re-elected President of the Commission to serve through March 31, 2020.

We are proud to announce the MSC Electric Department has received national recognition for achieving exceptional electric reliability three years in a row. MSC Water Department applied for and was awarded a $100,000 Asset Management Program grant . . . . . Read about these accomplishments in this edition of the MSC newsletter.

The MSC strives to provide reliable electric / water service at reasonable rates and with a smile. Please let us know if you have questions or ideas on how we can serve the community better. Call us at 302-323-2330 or visit our website at https://newcastlemsc.delaware.gov/contact-form/ Enjoy the sunshine!

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

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

Call MISS UTILITY

1-800-282-8555

Calendar Of Events

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

September 3rd - Labor Day - MSC Closed

October 14th - Columbus Day - MSC Office Closed

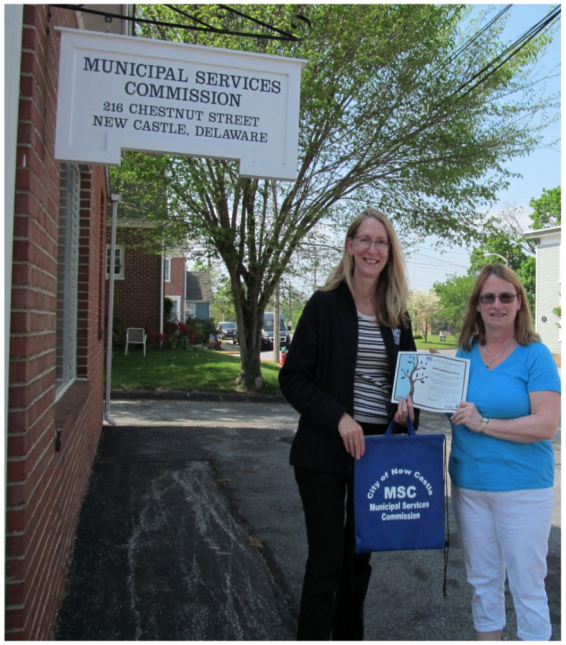
November 28th - Thanksgiving Day

November 29th - Day After Thanksgiving - MSC Closed

December 24th - Christmas Eve - MSC Closed

December 25th - Christmas Day - MSC Closed

CALL 811 BEFORE YOU DIG
811
SAFE DIGGING PARTNER



Melissa Mahoney Roche

Winner of the City Of New Castle Earth Day

The Delaware Municipal Electric Corporation (DEMEC) partnered with the MSC of the City of New Castle to host our annual Earth Day Raffle in honor of Earth Day on April 22nd. MSC General Manager, Pam Patone (left), is pictured with MSC customer and raffle winner, Melissa Mahoney -Roche (right). Ms. Mahoney-Roche received a certificate for a free tree or shrub from Ronny's Garden World valued at nearly $90 with free delivery. Planting a tree or shrub near your home can help you save electricity and money. Well-planned landscaping can reduce an unshaded home's air conditioning costs by 15-50%. For example, Planting deciduous trees like maples or oaks block out heat in the summer and let sunlight in during the winter. Plant trees with branches lower to the ground on the west to shade from lower, afternoon sun. Planting to the south can screen 70-90% of the sun's heat. For more information about how to save energy and money go to www.PublicPowerDE.com.

MSC Commissioners

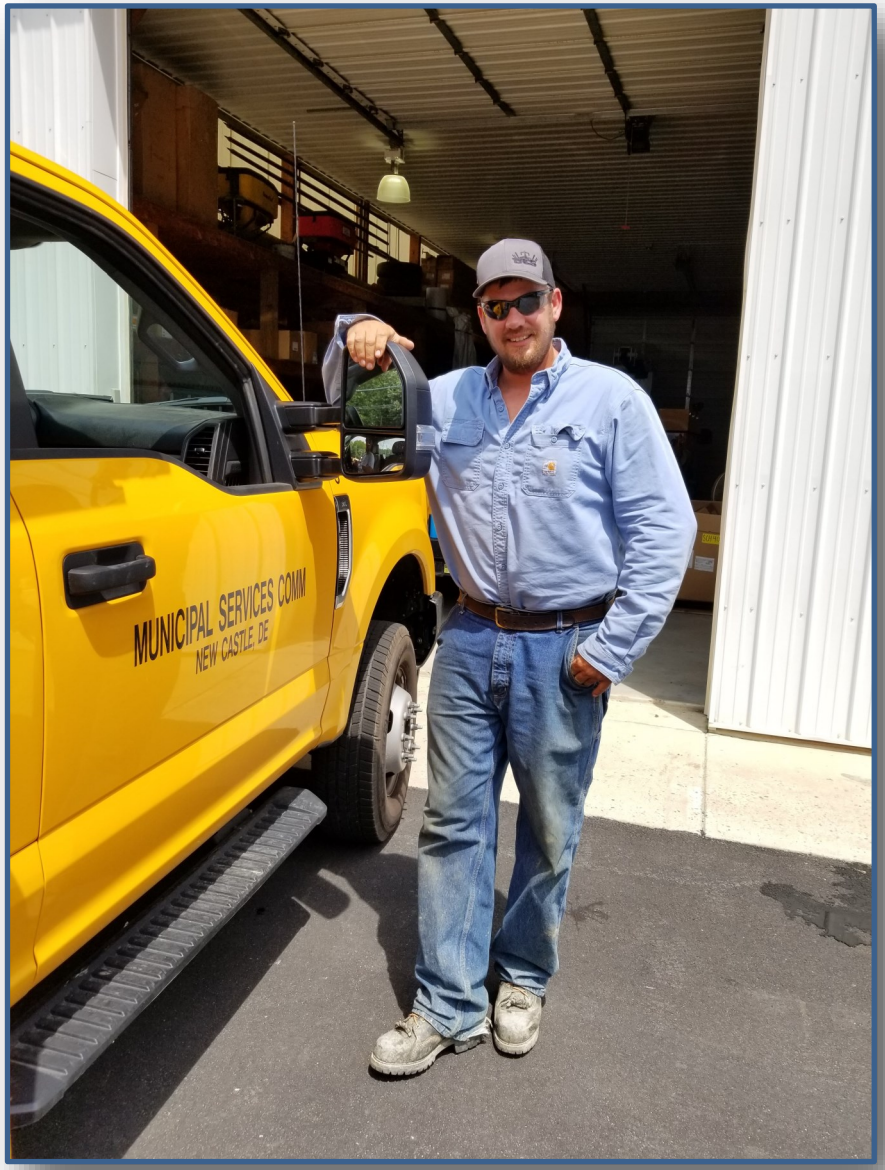
Dr. Roy J. Sippel
President
Appointed by The Mayor
Term: April 1, 2019 to March 31, 2022

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

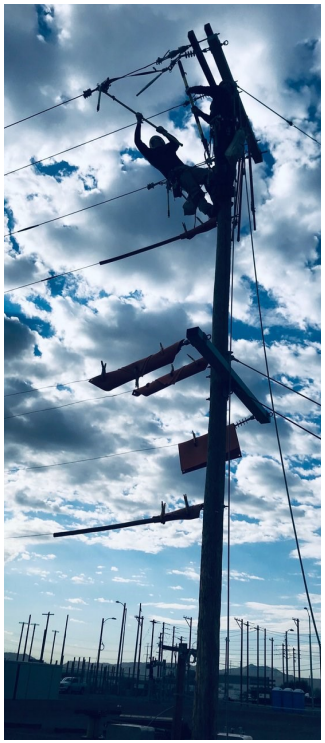
Dr. Allen R. Hansen
Commissioner
Appointed by the Trustees
Term: April 1, 2018 to March 31, 2021

Meet Our Employee

Kent Schmeusser



Kent Schmeusser is a tall and gentle electric utility service person for the MSC. He began his career in the utility business right out of high school, working for 9 years at AUI Power in Elkton, Maryland. Kent was born in Wilmington, DE but was raised in Cecil County, MD where he currently lives with his wife, Amanda and 5 children (ranging in age from 2-13 years old). Kent is a master electrician and provides additional talents to the MSC such as repairing equipment. When Kent is at home he enjoys cooking. He is known around MSC as making the best cinnamon rolls. Kent owns a 1992 fox body mustang which he plans to restore and he likes to spend time fishing for exotic fish when he can find the time. One of his favorite trips was to Quebec Canada on Lake Goodwin where he caught Northern Pike and Walleye fish. Being a warm weather guy, he plans to retire to North Carolina. His most recent visit there, he spent his family vacation at Topsail Beach. Although Kent knows where he wants to retire, we do not want him to leave MSC too soon. This year will mark his 8th year with the MSC and we hope he will continue contributing his many talents to the electric and water utility projects in New Castle. The MSC is fortunate to have such a kind and knowledgeable employee in the Electric Utility Department. He is currently working on the aerial to underground project in Van Dyke Village, if you are in the area feel free to say hi to Kent.

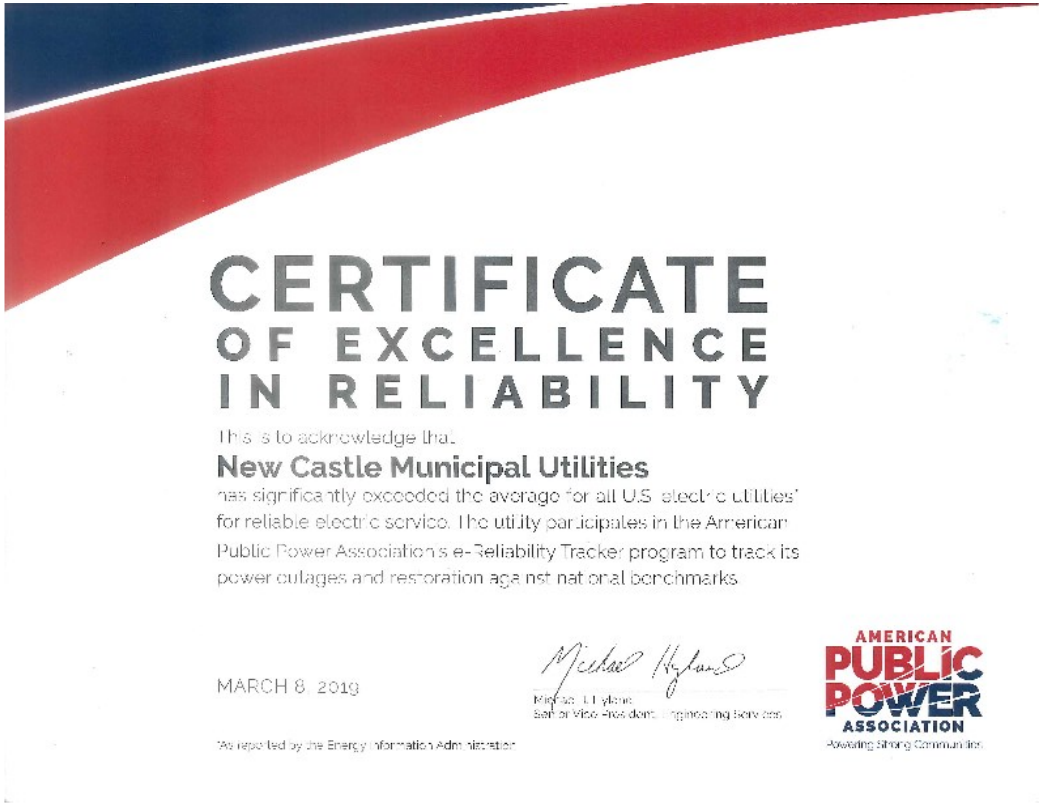


The Municipal Services Commission (MSC) of the City of New Castle is proud to announce the Electric Department has received national recognition for achieving exceptional electric reliability in 2018. The recognition comes from the American Public Power Association (APPA), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities across the country.

APPA helps members track outage and restoration data through its eReliability Tracker service and then compares the data to national statistics tracked by the U.S. Energy Information Administration for all types of electric utilities: municipal, cooperative, and investor-owned.

To earn the "Certificate of Excellence in Reliability", the utility must be within the top 25% of all electric utilities in the country when it comes to the shortest time for system outages.

New Castle MSC has received this recognition for the past three years.



CERTIFICATE
OF EXCELLENCE
IN RELIABILITY

This is to acknowledge that

New Castle Municipal Utilities

has significantly exceeded the average for all U.S. electric utilities' for reliable electric service. The utility participates in the American Public Power Association's e-Reliability Tracker program to track its power outages and restoration against national benchmarks.

MARCH 8, 2019

Michael Hylan
Senior Vice-President, Engineering Services

AMERICAN PUBLIC POWER ASSOCIATION
Powering Strong Communities

*As reported by the Energy Information Administration

Water Department

ASSET MANAGEMENT PROGRAM GRANT

In July 2018, the Municipal Services Commission (MSC) adopted resolution 2018-3 approving the development and implementation of a Water Department Asset Management Planning Process. The process will be funded by the Water Infrastructure Advisory Council's Asset Management Incentive Program Grant and the services provided by RK&K Engineering. MSC was awarded the Asset Management Grant and will begin work on July 1, 2019. The grant is in the amount of $100,000 and the Asset Management Program is expected to be completed within a two year period. Water Utility Manager Jay Guyer and Water Utility Supervisor Ryan Jaeger, worked diligently to obtain this grant. Their dedication benefits the citizens of New Castle and will improve MSC's planning and prioritizing of water infrastructure improvements. We look forward to sharing the results of this project in the future.

Administrative

COMING THIS SUMMER…..MSC IMPROVES THEIR ON-LINE BILL PAYMENT EXPERIENCE

The Municipal Services Commission (MSC) will be switching from the current on-line bill payment service through PNC Bank to one which is integrated with the current utility billing software (Tyler Technologies) Customers will have the ability to view more information related to their electric and water consumption, request service orders and update their phone numbers. Customers who are currently enrolled in the on-line bill payment service will need to transition to the new system. The MSC staff is being trained over the next month and the Customer Service representatives will attempt to make the transition as smooth as possible for all customers. Communication on how to transition will be sent mid-summer. After the service is fully implemented we hope customers will be as excited about the expanded services as the MSC staff. We continue to try to improve your experience with the MSC and thank you for your patience as we make these changes. More to come…..

2019
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, 2019

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, 2018 through December 31, 2018 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 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 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 advice 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 using a Granular Activated Carbon filtration system at our School Lane Treatment Facility to remove the PFAS contaminants. The highest level detected in our finished water during 2018 was 7.0 ppt, well below the US EPA Health Advisory Level of 70 ppt. Every 6 months, MSC collects several `water samples for analysis as part of monitoring the filtration system performance. The completed filtration system and continuous sampling represents MSC's ongoing 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 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
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	2018	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Fluoride (1)	ppm	2	1.2	1.80	0.20 - 1.80	2018	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	2.4 - 3.4	2018	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 (Note: The next round of testing is scheduled for the Summer 2019)

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.

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

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	2.08	0.54 - 2.08	2018	No	Disinfectant used in the drinking water industry.
Trihalomethanes, Total	ppb	80	0	7.11	7.11 - 7.11	2018	No	By - product of drinking water chlorination.
Total Haloacetic Acids (HAA5)	ppb	60	0	2.29	2.29 - 2.29	2018	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	18.9	18.3 - 18.9	2018
Calcium	ppm	n / r	n / r	16.1	12.2 - 16.1	2016
Chloride	ppm	n / r	250.0	95.6	61.2 - 95.6	2018
Manganese	ppm	n / r	0.05	0.0021	0.0021 - 0.0021	2017
pH, Field (3)	0 - 14 scale	n / r	6.5 - 8.5	8.2	6.7 - 8.2	2018
Sodium	ppm	n / r	50	25.5	22.9 - 25.5	2018
Sulfate	ppm	n / r	250	14.2	9.5 - 14.2	2018
Temperature	Degree - C	n / r	n / r	19	10 - 19	2018
Zinc	ppm	n / r	5	0.0278	0.0278 - 0.0278	2017
Perfluorooctanoic Acid (PFOA) *	ppt	70	0	7.0	0 - 7.0	2018

* Per- and polyfluoroalkyl substances , commonly referred to as PFAS Compounds, are a group of man-made chemicals that includes PFOA and PFOS. The US EPA has established a Lifetime Health Advisory Limit of 70 ppt.

Microbiological Contaminants -Total Coliform Bacteria

120 Samples, 10 Per month, were collected during 2018

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 - 1.20 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.

Waters True Value

MSC provides our customers with a reliable, high quality water supply that is priced much less than other utility services.

An average MSC residential water customer pays $0.0116 per gallon or $1.54 per day for water service.

(Estimate is based upon 2 individuals in a residential dwelling using 4,000 gallons per month or 133 gallons per day at MSC's current rates)

Municipal Services Commission Water System Facts

Metered Customers: 2,191Water Customers

Annual Water Supply: 154,360,185 Gallons

Miles of Water Mains: 30 Miles

2018 Average Daily Water Demand: 417,337 Gallons per Day

2018 Peak Day Water Demand: 799,674 Gallons

Active Supply Wells: 4 Wells located on the Penn Farm and Basin Road

Treatment Facilities: 1 Facility with a 1.6MGD capacity

Storage Capacity: 2 Elevated Water Tanks with a capacity of 1.6 Million Gallons or approximately 2 days supply.

Public Fire Hydrants: 177—Flushed and Inspected 2 times annually.

For Reliability MSC maintains 2 interconnections with Artesian Water Company to ensure adequate supply is always available should the need arise.

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.

Parts Per Trillion (ppt) - 1 Part Per Trillion corresponds to 1 minute in 2,000,000 years or a single penny in $10,000,000,000.00.

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

Municipal Services Commission
of the City of New Castle

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

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