



**Municipal Services Commission
of the City of New Castle**

Spring / Summer 2020 Newsletter

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Resources at Your Fingertips >

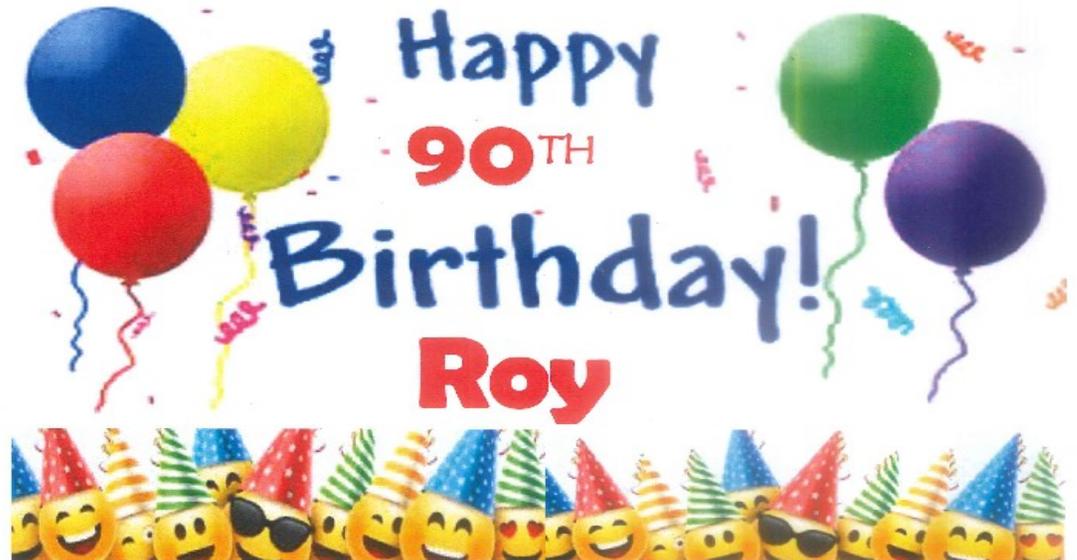
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MSC Birthday Drive By

Secretary's Report

The past few months have been very unusual. The MSC hopes you and your family have been staying safe and practicing social distancing. You can read the steps MSC has taking to insure the safety of customers and employees as a result of the COVID-19 pandemic on page 3.

In June of each year the MSC is required to communicate to the public regarding the drinking water quality and testing performed. This report is called a Consumer Confidence Report (CCR) which is published in this newsletter. The MSC is proud to report the water quality is in compliance with all Federal and State Drinking Water Standards for the 2019 reporting year.

Commissioner Dan Knox was reappointed by City Council for another three year term starting on April 1, 2020 - March 31, 2023. Commissioner Roy Sippel celebrated his 90th birthday and the MSC participated in driving by his home to wish him a Happy Birthday.

The Comprehensive Plan of the City of New Castle includes goals related to the MSC. One of those goals for the MSC Electric Department is to convert the aerial electric lines to underground throughout the City. Delaware Street was identified as a project for 2020. The MSC Water Department cooperates with Federal and State agencies throughout the year. This past year, a PFAS exposure assessment was performed by the Agency for Toxic Substances and Disease Registry (ATSDR). Read these and other related water articles in this edition of the MSC newsletter.

The MSC strives to keep the citizens of New Castle informed. Please be sure you have provided customer service with your phone number so we can send you messages throughout the year. Call us at 302-323-2330 or visit our website at <https://newcastlemsc.delaware.gov/contact-form/>.

Be Safe!!

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



Calendar Of Events

Calendar Of Events

July 3rd & 6th - Independence Day - MSC Closed

September 7th - Labor Day - MSC Closed

November 26th - Thanksgiving Day Closed

November 27th - Day After Thanksgiving - MSC Closed

December 24th - Christmas Eve - MSC Closed

December 25th - Christmas Day - MSC Closed

January 1st - New Years Day - MSC Closed

DO YOU WANT TO STAY CURRENT WITH MSC NEWS ???

Please call the Customer Service Department at 302-323-2330 and provide your current phone number for our Tyler Notify System or go on-line at:

<https://www.municipalonlinepayments.com/newcastlemscde>

and update your phone number. Log into your account, under Available Services on the right hand side select Utility Billing, under Online Services on the right hand side select Sign up for reminders and update your phone number. MSC utilizes these numbers for phone communications to all of our customers. We will be exploring "Text Messaging" in the future as another way to keep our customers informed about MSC News. Contact our Customer Service Department and we will keep you posted!



CORONAVIRUS
COVID-19

The safety and health of our customers and employees is MSC’s top priority. When Governor Carney declared a State of Emergency as a result of a public health threat (COVID-19) on March 12, 2020, the MSC took measures to limit the transmission of this virus.

Effective March 16, 2020 MSC facilities restricted access to the public. Customers are being assisted via telephone, e-mail, through drop box and by appointment. Employees have been separated into 2 teams to limit exposure and diligent cleaning and disinfecting are being done daily.

As we enter into Phase 1 of re-entry, the MSC has developed a plan to reengage employees on-site and practice appropriate Center for Disease Control (CDC) guidelines. Face coverings when appropriate and social distancing will be utilized by employees. The public is still being asked to contact our office via telephone/e-mail and make payments on-line. Approximately, 30% of MSC customers make their payments on-line. Feel free to contact the customer service representatives to assist you with setting this up or visit <https://www.municipalonlinepayments.com/newcastlemscde>.

We look forward to being able to reengage with our customers as well. Let us know how we can better connect with you and please be safe.

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, 2020 to March 31, 2023



Dr. Allen R. Hansen
Commissioner

Appointed by the Trustees
Term: April 1, 2018 to March 31, 2021

Delaware Street Electric Underground Project



In January 2020, many of you were excited to hear about the Delaware Street Underground Utility Project.

In coordination with the City of New Castle, Delmarva Gas Operations, Verizon, and Comcast, the MSC approved conversion of the aerial utilities to underground along Delaware street from 4th to 3rd Street and 2nd Street to the Wharf. MSC's Electric Department completed design of the numerous conduits to be placed for the conversion and ordered materials for the project.

Contractor Henkels & McCoy would perform the excavation necessary to place the numerous conduits in the ground for primary and secondary electric, along with conduits for Verizon and Comcast Communications. MSC's Electric Department performed daily inspection of the installation to ensure compliance with the approved design. Once conduit installation is complete, utilities can begin the process of transitioning their wires and associated equipment to underground.

A definitive timeline for project completion has been a challenge due to the Coronavirus Pandemic however, crews have been able to successfully move forward practicing all CDC Safety Guidelines established for Construction activities.

If you have specific questions regarding the undergrounding project, feel free to contact MSC Electric Utility Manager Scott Blomquist at 302-221-4514.

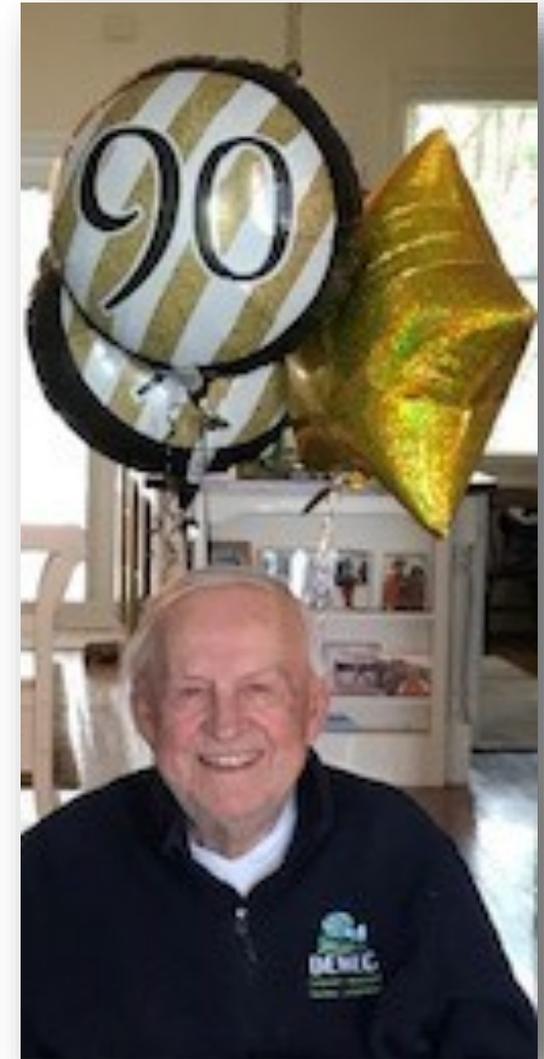
MSC President Roy Sippel Honored for his 90th Birthday!!

Dr. Roy Sippel was born in Pittsburgh, Pennsylvania 90 years ago when the world was a different place. His parents are John & Pearl Sippel and older sister Dolores who have all since deceased. Throughout Roy's life, he has been an avid reader currently he has 500 books downloaded on his Nook. Roy enjoys playing Bridge, golf, tennis and has regularly skied throughout Europe and the United States. Roy received his undergraduate degree from Princeton University in chemical engineering graduating Summa Cum Laude. He went on to earn his PHD in Chemical Engineering from Carnegie Mellon University in Pittsburgh. After college Roy began his career working for numerous large corporations, most notably E.I. DuPont Company. He was inducted into the American Institute of Chemical Engineers (AIChE) in 1964.

Over his lifetime, Roy has founded his own companies, one of which was Princeton Packaging Company. The other is the family owned Remsterville Learning Center Corp. with 4 locations throughout New Jersey. He met the love of his life Donna and helped raised his son Jonathan. Jonathan has provided Roy and Donna with 4 grandchildren, Trinity and Kelly Lee who both live in New Castle and attend St. Peter Catholic School and Michael Roy and Snow Christine live in Lewes, Delaware. In addition to all these activities, Roy and his family enjoy time at their shore home in New Jersey, although, sometimes Roy will stay back in New Castle with the family pet Buddy and enjoy his porch and a view of the river.

Roy has been a Commissioner with the MSC since 2011 and President for the past 5 years and was reappointed for another year in April 2020. Roy's leadership initiated on-line bill payment services for customers, assisted staff through the installation of a carbon filtration water system, led the agreement with the City on an appropriation calculation within the MSC's charter and numerous other contributions throughout his term.

Roy was very surprised by the parade of friends and MSC colleagues/vehicles that drove by on May 18, 2020 to wish him a Happy Birthday! The MSC is fortunate to have a knowledgeable and thoughtful leader.



**Centers for Disease Control and Prevention (CDC)
and
Agency for Toxic Substances and Disease Registry
(ATSDR)**

PFAS Exposure Assessments (EAs) Update



In August 2019, the Centers for Disease Control and Prevention (CDC) and the Agency for Toxic Substances and Disease Registry (ATSDR) held an information session to present details regarding an exposure assessment for per- and polyfluoroalkyl substances (PFAS) in New Castle County near New Castle Air National Guard Base. Participants were randomly selected and sampling was complete by the end of October 2019. The ATSDR has distributed the results of the sampling to the participants on May 22, 2020. If you participated in this program and have any questions please visit <https://www.atsdr.cdc.gov/pfas/communities/New-Castle-County-DE.html> or contact Karl V. Markiewicz, PhD at kvm4@cdc.gov or 215-814-3149.

MSC Water Supply

DNREC Water Allocation Permit

On March 2nd, MSC received its' renewed Water Allocation Permit No. 87-0001RM1 from the Delaware Department of Natural Resources and Environmental Control (DNREC) Water Supply Section. The Effective Date of the Permit is February 20, 2020 and has an Expiration Date of February 20, 2050. The Permit lists Cross Roads Well as an approved supply and granted an allocation of 1.67 million gallons / 24 hour period, 48 million gallons / 30 day period, and 438 million gallons / 12 month period. Based upon MSC's current and projected demands the allocation granted has sufficient surplus to meet our customer's demands for the foreseeable future.

Cross Roads Well Placed in Service

The Cross Roads (CR) Well located on Frenchtown Road was included in MSC's renewed DNREC Allocation Permit as an approved water source. The Delaware Office of Engineering (OOE) issued an Approval to Operate (ATO) the new well which was placed in service on May 11th.

School Lane Well and Pump Rehabilitation

During the Fall of 2019 / Winter of 2020, School Lane Well was removed from service for routine maintenance. MSC contracted with A.C. Schulte's, Inc. to rebuild the motor and pump assembly and rehabilitate the well. Assembly was completed, motor / pump / well performance tested, an ATO issued by the OOE, and it was returned to service on February 26th.

2020 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, 2020

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, 2019 through December 31, 2019. 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://delawareresourcewater.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.

MSC Staff continuously evaluates performance of the Granular Activated Carbon filtration system at our School Lane Treatment Facility which removes the PFAS contaminants PFOA and PFOS. The highest level detected in our finished water during 2019 was 44.4 ppt combined which is 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. During 2019 MSC performed a carbon media exchange increasing the quantity of granular activated carbon media from 40,000lbs to 80,000lbs in the filtration system. The increased media in the 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@newcastlemsc.delaware.gov, 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	2017	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Fluoride (1)	ppm	2	1.2	1.90	0.20 - 1.90	2019	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
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	0.3 - 3.4	2019	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	0.164	0 out of 40	2019	No	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems.
Lead	ppb	0	15	3	0 out of 40	2019	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	2.01	0.53 - 2.01	2019	No	Disinfectant used in the drinking water industry.
Trihalomethanes, Total	ppb	80	0	8.7	8.7 - 8.7	2019	No	By - product of drinking water chlorination.
Total Haloacetic Acids (HAA5)	ppb	60	0	1.27	1.27 - 1.27	2019	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	20.7	19.7 –20.7	2019
Calcium	ppm	n / r	n / r	16.1	12.2 - 16.1	2016
Chloride	ppm	n / r	250.0	91.6	69.1 –91.6	2019
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	9.9	6.5 - 9.9	2019
Sodium	ppm	n / r	50	57.5	49.0 - 57.5	2019
Sulfate	ppm	n / r	250	16.0	9.7 - 16.0	2019
Temperature	Degree - C	n / r	n / r	20	11 - 20	2019
Zinc	ppm	n / r	5	0.0278	0.0278 - 0.0278	2017
Perfluorooctanoic Acid (PFOA) *	ppt	70	0	37.0	ND - 37.0	2019
Perfluorooctanesulfonate (PFOS) *	ppt	70	0	7.4	ND - 7.4	2019

* 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 2019

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 - 1.30 ppm
- 3) Average pH Reading - 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.

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: 2,313 Water Customers

Annual Water Supply: 154,068,237 Gallons

Miles of Water Mains: 30 Miles

2019 Average Daily Water Demand: 422,105 Gallons per Day

2019 Peak Day Water Demand: 865,660 Gallons

Active Supply Wells: 4 Wells—3 located on the Penn Farm and 1 on 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
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