



Municipal Services Commission
of the City of New Castle

Spring / Summer 2021 Newsletter

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Secretary's Message

Hello New Castle Residents,

I am excited to be serving in my new role as General Manager / Secretary of the Municipal Services Commission. As many of you know I am not new to the MSC. I have spent the last 11 years as the Supervisor and Manager of the Electric Department. I feel fortunate to be a part of the hard working and dedicated employees at MSC. I have had the pleasure of meeting many of the residents and look forward to meeting many more in the years to come.

I have more than 22 years experience in the electric industry, starting my career as an electrician then transitioning into the utility sector as a Lineman, Foreman, Supervisor, Electric Manager and now General Manager / Secretary. I really enjoy New Castle, its wonderful history, and the great people.

We will miss General Manager / Secretary Pam Patone and wish her well in her new endeavors at Easter Seals.

The Electric Department continues work on the undergrounding of electric infrastructure in Vandyke Village in conjunction with Comcast.

This edition of the Newsletter contains the Water Department 2021 Consumer Confidence Report (CCR). In June of each year, MSC is required to communicate to the public regarding the drinking water quality and testing performed. MSC is proud to report the water provided meets all Federal and State drinking water regulations. The Water Department strives to provide the best service and highest water quality possible to our customers.

The Water Department has engaged with experts from the Calgon Carbon Corporation and Center for PFAS Solutions conducting a Pilot Scale Study to better understand the treatments available for the complex PFAS compounds now found in many water supplies.

The Customer Service Department, which represents every department at MSC, strives to hear our residents, answer your questions, and provide the best service possible. I am very confident stating the MSC always has the customer's best interest in mind.

Enjoy your summer and stay safe!

Scott Blomquist

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

Scott Blomquist 221-4513
Secretary / General Manager

Tara French 221-4517
Accounting / Customer Service Manager

Art Granger 323-2333
Electric Utility Supervisor

Jay Guyer 323-2333
Water Utility Manager

Electric or Water Emergency after Hours
323-2330 or 323-2333

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

**Call MISS
UTILITY**

1-800-282-8555

Calendar Of Events

July 2nd & 5th - Independence Day - MSC Closed

September 6th - Labor Day - MSC Closed

November 25th - Thanksgiving Day Closed

November 26th – Day After Thanksgiving –MSC Closed

December 23rd – Christmas Eve Observed - MSC Closed

December 24th – Christmas Day Observed –MSC Closed

December 31st – New Years Day Observed –MSC Closed

MSC Commissioners



Dr. Roy J. Sippel
President

Appointed by The Mayor
Term: April 1, 2019
to March 31, 2022



Daniel F. Knox
Commissioner

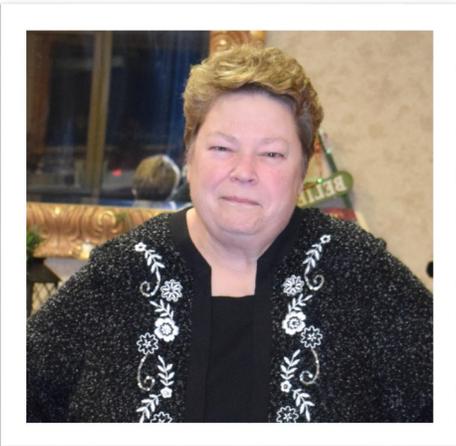
Appointed by City Council
Term: April 1, 2020
to March 31, 2023



Mary Jane Stubbs, a native New Castle resident, began working at the former Board of Water and Light Commissioners at the age of 20. She started doing administrative work then was the welcoming face at the front desk for years. Later Mary Jane took on the bookkeeping role and attended accounting courses to develop her skills. She was excited to have her mom Linda Stubbs join the office staff in October 2000 when Brosius - Eliason started closing their doors. The last part of Mary Jane's career was as the human resource manager. She became a member of the Society of Human Resource Management and was the most liked employee at Municipal Services Commission as the person responsible for payroll.

Outside of work, Mary Jane is an active life member of Good - Will Fire Company Ladies Auxiliary for more than 36 years and was devoted to caring for her sister Sandy (Sis) who had MS (multiple sclerosis) and then her mother Linda, both of whom have passed. Mary Jane has been a dependable and loyal employee with a great work ethic, she is kind and caring (not to mention she has a great sense of humor). After 36 years of faithful service to the residents of New Castle, Mary Jane is retiring and hopes to spend time with family and friends and do some traveling. She will be missed.

Thank you Mary Jane for all you have done!



Electric Department Operations

Update on Vandyke Village Electric Undergrounding Project

The Municipal Services Commission (MSC) Electric Department has resumed construction on the undergrounding electric project in Vandyke Village. 2020 was a challenging year and work on this project was placed on hold for a period of time due to the Pandemic. The MSC working on excavating and installing conduits for the duration of the spring, summer, and fall as weather permits. The plan is to circle back and install wire, transformers, and convert homes this winter when weather is no longer conducive for excavation which will allow less downtime.

Currently the crews are at the intersection of Stuyvesant Avenue and 14th St. The plan is to continue out to Moores Lane at which time we will complete the second primary feed to the subdivision providing redundancy, adding reliability, and further operability. When this is complete the crews will start installation on New Amstel Avenue. Project updates and road closure notices will be communicated via automated phone calls.

MSC looks forward to the continuation of this project. Feel free to reach out to the customer service department at 302-323-2330 with any questions or concerns. As always we appreciate your patience and understanding while our crews work diligently improving the City's Electric System.



MSC Hydrant Flushing: Why it Matters & What to Expect

Another important purpose of the MSC Water distribution system besides providing quality drinking water when and where you need it is to provide fire protection to homes and businesses.

This is accomplished by a vast network of piping and fire hydrants, located about every 500 feet along most streets in our service area. In all there are 233 fire hydrants (184 Public and 49 Private) that are supplied by the MSC Water system.

To ensure hydrants are operating properly, MSC performs the necessary task of hydrant flushing twice a year, most often in the Spring and Fall.

Flushing hydrants is an important preventive maintenance activity that verifies proper operation of the hydrant and ensures adequate water flow will be available if the need for firefighting arises. Flushing also removes sediment that naturally accumulates in water pipes. Removing these materials through flushing maintains the high quality of the water we provide to you.

When hydrant flushing occurs in your community, you may notice slightly yellow, orange, or brown-colored water coming from your faucet. If discolored water happens, simply run your cold water tap for three to five minutes. If the water is still discolored, wait 30 minutes and run the water again. This temporary discoloration only affects the appearance of the water and is not a health or safety risk.

While the water is safe to drink, you should avoid washing laundry during scheduled flushing times, as the flushed sediment could discolor white clothing. Wait until the water runs clear at the tap, then wash a load of dark clothes first. You should avoid using hot water until the cold water runs clear.

If you experience water discoloration for a prolonged time or if you experience a significant loss of water pressure after hydrant flushing has occurred, please call our Office at 302-323-2330.



MSC Water Projects and Pilot Scale Study



Frenchtown Road Well and Pump Rehabilitation

During the Fall of 2020 / Winter of 2021, Frenchtown Road 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 and accepted by MSC. An Approval to Operate was issued by the Department of Public Health, Office of Engineering and the well returned to service in May.



Pilot Scale Study for PFAS Contamination Treatment

MSC is and always has been a proactive and forward thinking Organization. During the fall of 2020, MSC was selected to partner with Calgon Carbon Corporation (manufacturer of MSC's carbon filtration system) and the Center for PFAS Solutions, a newly established PFAS analysis, research, and consulting company. The pilot scale study of two granular activated carbons (GAC) was conducted to compare their PFAS removal performance to two ion exchange (IX) medias, all of which have previously demonstrated reasonably favorable PFAS removal performance. The knowledge gained from participating in this study will assist MSC Operations with better understanding the complex PFAS compounds and how to most effectively and efficiently operate our carbon filtration system. Results of the Study will be presented at the US EPA Small Systems Workshop in September 2021. MSC is proud to have been selected to partner with the experts at Calgon Carbon Corporation and the Center for PFAS Solutions chemists. For more information about carbon filtration systems contact Adam Redding at Adam.Redding@kuraray.com and for PFAS analysis contact Chuck Powley at chuck.powley@pfassolutions.org.



2021 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, 2021

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, 20120 through December 31, 2020. 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 semi 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 Water Utility Manager Jay Guyer at 302-221-4515 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.

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 2020 was 2.3 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. Staff at the Municipal Services Commission works 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 or concerns about this report or about your water utilities operations, please contact Water Utility Manager Jay Guyer by Phone at: 302-221-4515, by Fax at: 302-324-1842, or E-mail at: guyerlj@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	1.72	0.48- 1.72	2020	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	3.0	2.4 - 3.0	2020	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 20	2019	No	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems.
Lead	ppb	0	15	3	0 out of 20	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	3.4	3.4 - 3.4	2020	No	Erosion of natural deposits.
Gross Alpha Particle (excluding radon and uranium)	pCi/l	15	0	2.2	2.2 - 2.2	2020	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	2.39	0.53 - 2.39	2020	No	Disinfectant used in the drinking water industry.
Trihalomethanes, Total	ppb	80	0	12.4	12.4 - 12.4	2020	No	By - product of drinking water chlorination.
Total Haloacetic Acids (HAA5)	ppb	60	0	1.5	1.5 - 1.5	2020	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	18.8	18.8 - 18.8	2020
Calcium	ppm	n / r	n / r	16.1	12.2 - 16.1	2016
Chloride	ppm	n / r	250.0	89.6	53.6 - 89.6	2020
Iron	ppm	n / r	0.3	0.15	0.15 - 0.15	2020
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	8.3	6.5 - 8.3	2020
Sodium	ppm	n / r	50	25.5	25.5 - 25.5	2020
Sulfate	ppm	n / r	250	13.9	6.5 - 13.9	2020
Temperature	Degree - C	n / r	n / r	19	12 - 19	2020
Zinc	ppm	n / r	5	0.0278	0.0278 - 0.0278	2017
Perfluorooctanoic Acid (PFOA) *	ppt	70	0	2.3	ND - 2.3	2020
Perfluorooctanesulfonate (PFOS) *	ppt	70	0	1.7	ND - 1.7	2020

* 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 2020

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 - 0.90 ppm
- 2) Average Chlorine Reading - 1.40 ppm
- 3) Average pH Reading - 7.1 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: 2,317 Water Customers

Annual Water Supply: 141,544,995 Gallons

Miles of Water Mains: 30 Miles

2020 Average Daily Water Demand: 386,735 Gallons per Day

2020 Peak Day Water Demand: 869,470 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: 184—Flushed and Inspected 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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